# IC Ticket Report with Category Summary
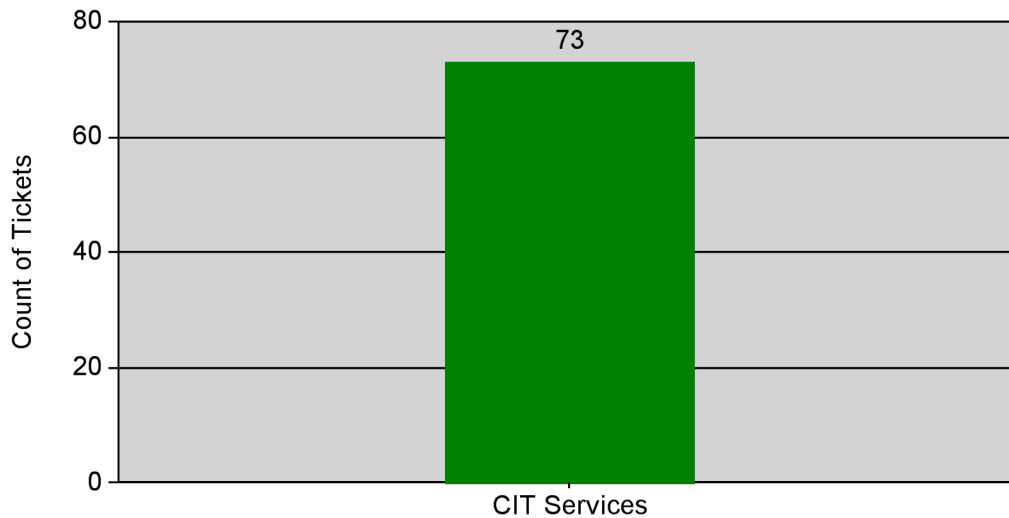
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| Anonymous | | 73 |
|---|---|---|
| **CIT Services** | | **73** |
| Accounts | 15 | |
| General Information | 58 | |

# IC Ticket Report with Category Summary
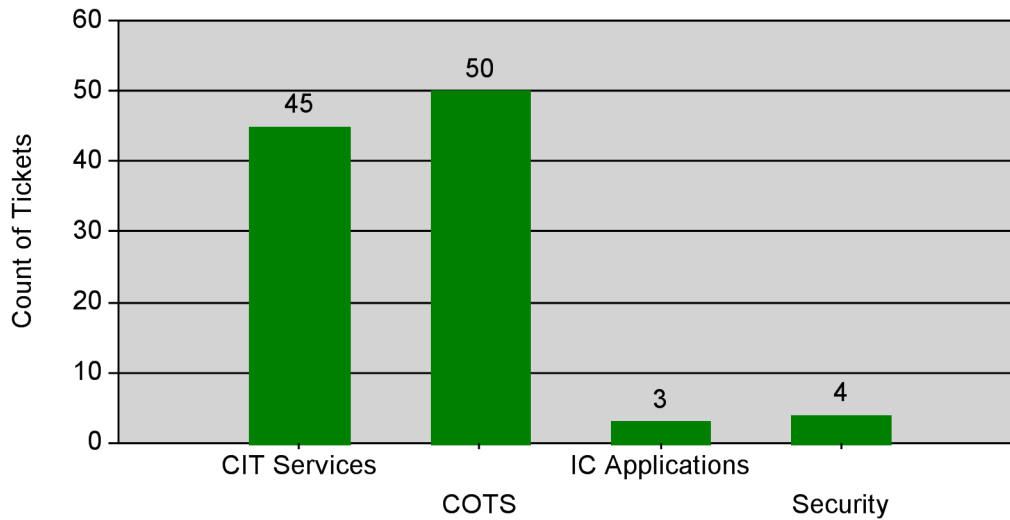
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

## Tickets By Category Summary



| BCRS | | **102** |
|---|---|---|
| **CIT Services** | | **45** |
| Accounts | 12 | |
| Back Office Support | 16 | |
| Connectivity | 1 | |
| Email | 9 | |
| General Information | 3 | |
| Telecommunications | 2 | |
| Wireless Services | 2 | |
| **COTS** | | **50** |
| Application Support | 21 | |
| Hardware | 29 | |
| **IC Applications** | | **3** |
| Local LAN | 2 | |
| Web Site Issue (non-CIT) | 1 | |
| **Security** | | **4** |
| Anti Virus SW | 1 | |

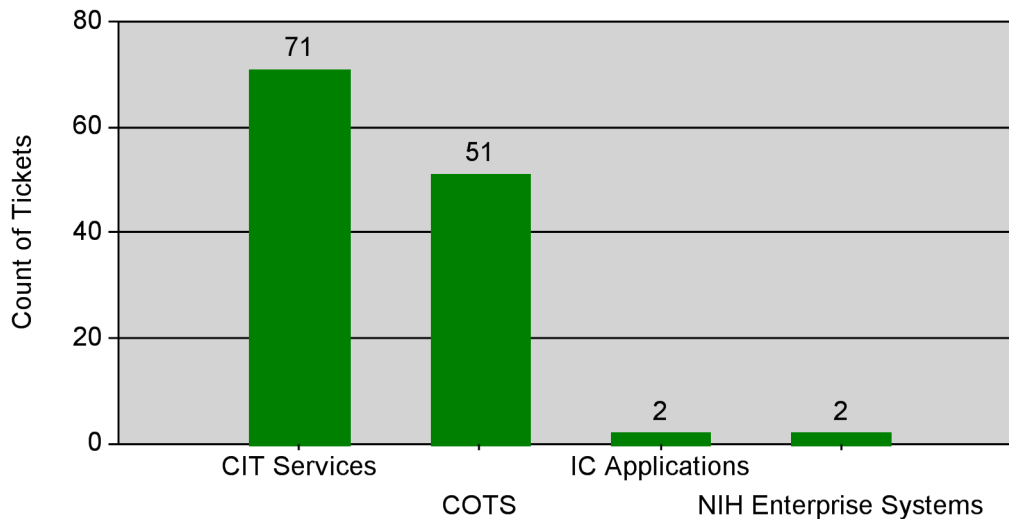# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security                                                                3

## Tickets By Category Summary

Chart values: CIT Services 71, COTS 51, IC Applications 2, NIH Enterprise Systems 2

| BHPR | 126 |
|---|---|
| **CIT Services** | **71** |
| Accounts | 28 |
| Back Office Support | 19 |
| CIT Categories | 2 |
| Connectivity | 1 |
| Email | 10 |
| General Information | 5 |
| Telecommunications | 4 |
| Wireless Services | 2 |
| **COTS** | **51** |
| Application Support | 26 |
| Hardware | 25 |
| **IC Applications** | **2** |
| CC Technical Operations | 1 |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| Web Site Issue (non-CIT) | 1 |
| **NIH Enterprise Systems** | **2** |
| Capital HR Func App Suppt | 1 |
| eRA-Grants Management | 1 |

## Tickets By Category Summary



| | |
|---|---|
| **CBER** | **12** |
| **NIH Enterprise Systems** | **12** |
| ITAS | 12 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

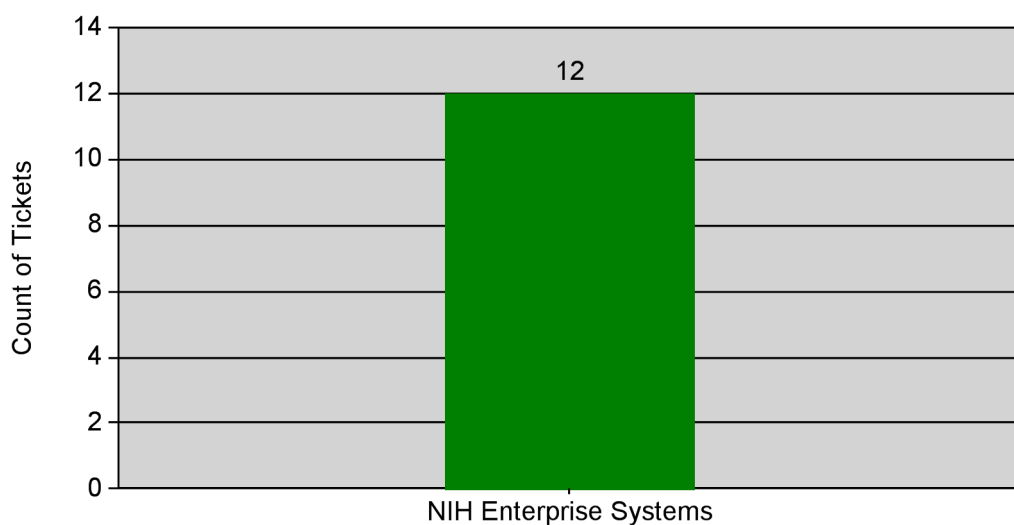Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



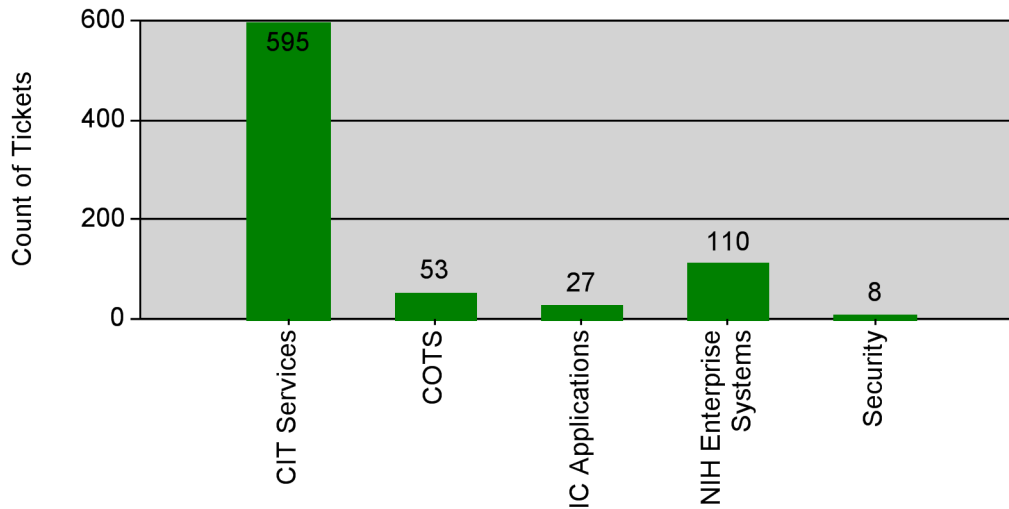| CC | | 793 |
|---|---|---|
| **CIT Services** | | **595** |
| Accounts | 445 | |
| Back Office Support | 14 | |
| CIT Categories | 6 | |
| CIT Categories Remedy | 3 | |
| Connectivity | 13 | |
| Email | 20 | |
| General Information | 9 | |
| NIHnet | 6 | |
| OS/390 | 1 | |
| Telecommunications | 27 | |
| Training | 4 | |
| Video | 1 | |
| Wireless Services | 46 | |
| **COTS** | | **53** |
| Application Support | 27 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---:|---:|
| Hardware | 26 | |
| **IC Applications** | | **27** |
| CC Clinical Applications | 16 | |
| CC Clinical Applications-ATV | 2 | |
| CC Technical Operations | 4 | |
| Local LAN | 4 | |
| Web Site Issue (non-CIT) | 1 | |
| **NIH Enterprise Systems** | | **110** |
| ADB | 18 | |
| eRA-External | 1 | |
| ITAS | 18 | |
| NBS-User Call | 42 | |
| NED | 21 | |
| NIH Data Warehouse | 2 | |
| NIH Services | 4 | |
| NVision | 4 | |
| **Security** | | **8** |
| Security | 8 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| CDER | | 76 |
|---|---|---|
| **CIT Services** | | **3** |
| Accounts | 2 | |
| Telecommunications | 1 | |
| **NIH Enterprise Systems** | | **73** |
| ITAS | 73 | |

# IC Ticket Report with Category Summary
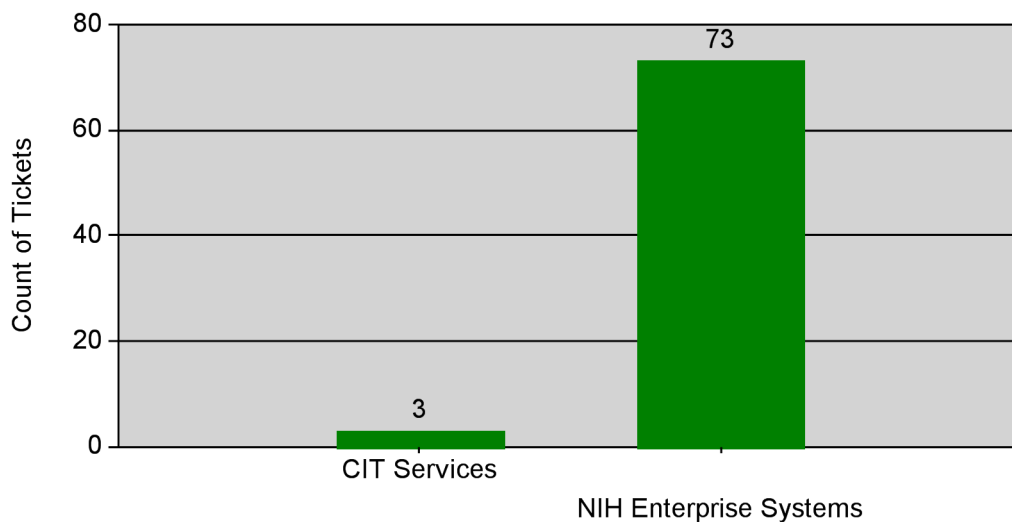
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| CDRH | 8 |
|---|---|
| **NIH Enterprise Systems** | **8** |
| ITAS | 8 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



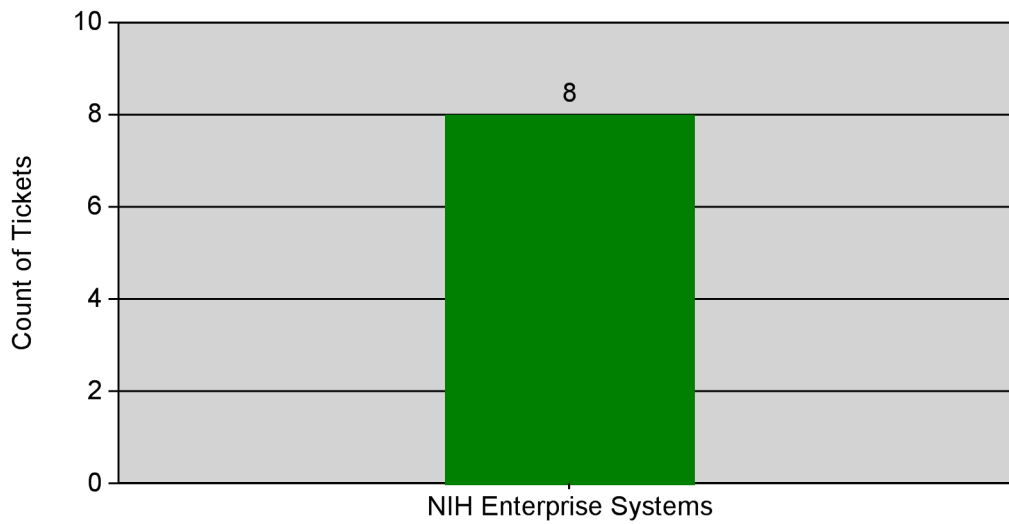| CFSAN | 4 |
|---|---|
| **NIH Enterprise Systems** | **4** |
| ITAS | 4 |

# IC Ticket Report with Category Summary
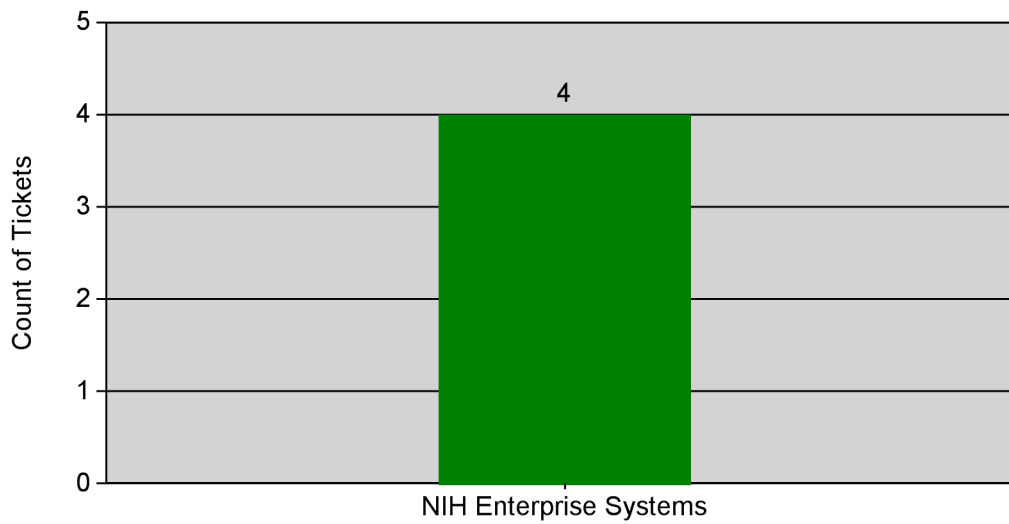
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| CIT | | 937 |
|---|---|---|
| **BTRIS** | | **2** |
| BTRIS | 2 | |
| **CIT Services** | | **512** |
| Accounts | 237 | |
| Back Office Support | 27 | |
| CIT Categories | 5 | |
| CIT Categories Aspect | 5 | |
| CIT Categories Remedy | 11 | |
| Connectivity | 48 | |
| Email | 39 | |
| General Information | 48 | |
| Helix Support | 1 | |
| iSDP/Software Distribution | 2 | |
| NIHnet | 35 | |
| OS/390 | 2 | |

# IC Ticket Report with Category Summary
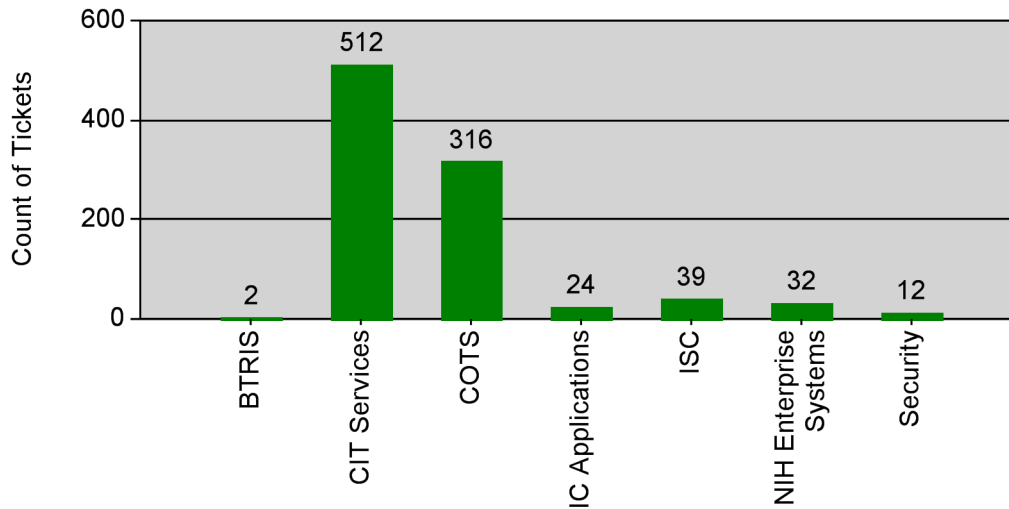
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Telecommunications | 10 | |
| Wireless Services | 42 | |
| **COTS** | | **316** |
| Application Support | 186 | |
| Hardware | 130 | |
| **IC Applications** | | **24** |
| CC Clinical Applications | 1 | |
| Local LAN | 16 | |
| Web Site Issue (non-CIT) | 7 | |
| **ISC** | | **39** |
| ISC | 39 | |
| **NIH Enterprise Systems** | | **32** |
| ADB | 3 | |
| Capital HR Func App Suppt | 1 | |
| ITAS | 5 | |
| NBS-User Call | 6 | |
| NED | 9 | |
| NIH Data Warehouse | 1 | |
| NIH Services | 2 | |
| NVision | 5 | |
| **Security** | | **12** |
| Anti Virus SW | 1 | |
| Security | 11 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| CQ | | 5 |
|---|---|---|
| **CIT Services** | | **3** |
| Accounts | 1 | |
| Back Office Support | 1 | |
| Email | 1 | |
| **COTS** | | **2** |
| Application Support | 2 | |

# IC Ticket Report with Category Summary
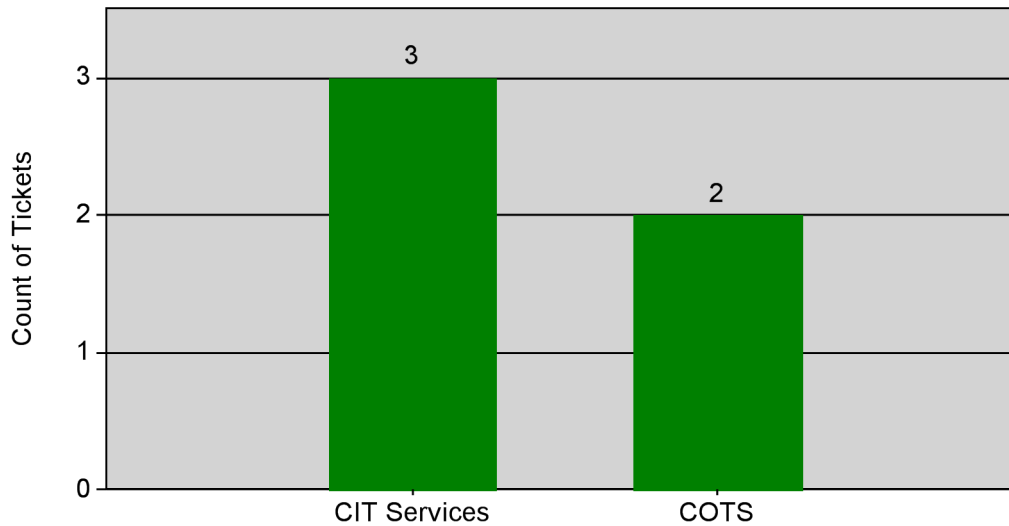
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| CSR | | 435 |
|---|---|---|
| **CIT Services** | | **279** |
| Accounts | 156 | |
| Back Office Support | 39 | |
| Conference Room Support-Equipment Setup | 1 | |
| Connectivity | 18 | |
| Email | 18 | |
| General Information | 15 | |
| NIHnet | 8 | |
| Telecommunications | 3 | |
| Video | 2 | |
| Wireless Services | 19 | |
| **COTS** | | **120** |
| Application Support | 36 | |
| Hardware | 84 | |
| **IC Applications** | | **8** |
| Local LAN | 4 | |

# IC Ticket Report with Category Summary
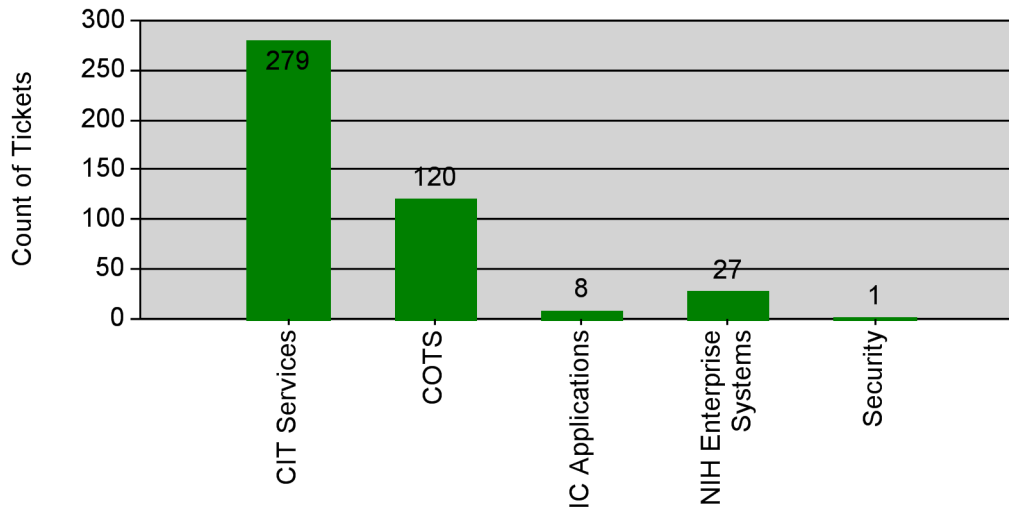
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| Web Site Issue (non-CIT) | 4 |
| **NIH Enterprise Systems** | **27** |
| ADB | 1 |
| eRA-COMMONS | 3 |
| eRA-External | 1 |
| eRA-Grants Management | 1 |
| eRA-IMPAC II | 2 |
| eRA-Referral and Review | 4 |
| NBS-User Call | 13 |
| NED | 2 |
| **Security** | **1** |
| Security | 1 |

## Tickets By Category Summary



| | |
|---|---|
| **CVM** | **3** |
| **NIH Enterprise Systems** | **3** |
| ITAS | 3 |

# IC Ticket Report with Category Summary
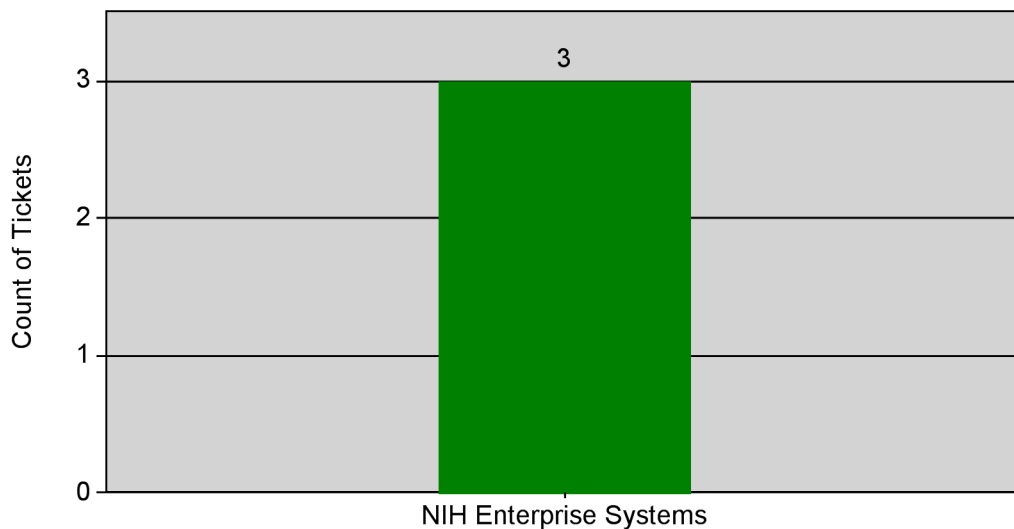
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| FDA-OC | | 31 |
|---|---|---|
| **NIH Enterprise Systems** | | **31** |
| ADB | 1 | |
| Capital HR Func App Suppt | 1 | |
| ITAS | 29 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



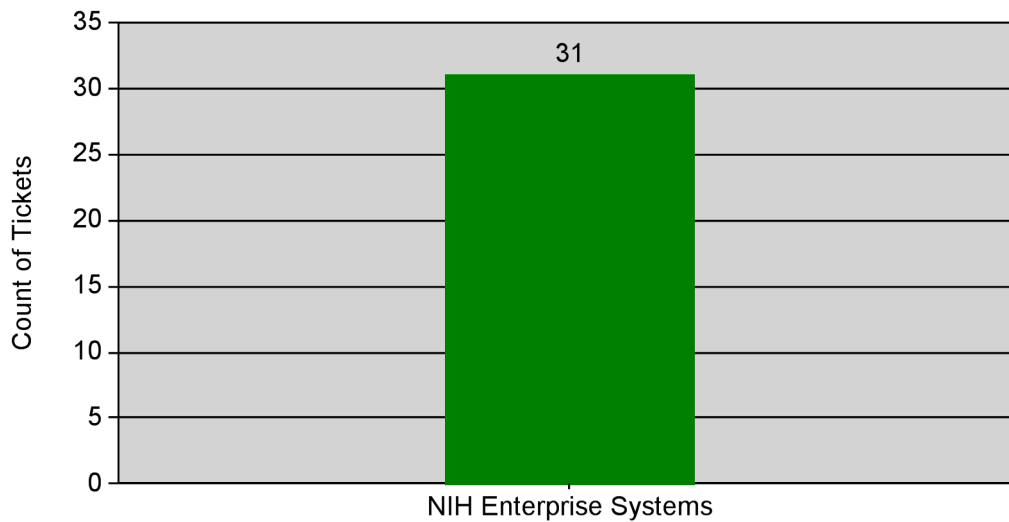| FIC | | 97 |
|-----|---|-----|
| **CIT Services** | | **50** |
| Accounts | 28 | |
| Back Office Support | 8 | |
| CIT Categories | 1 | |
| Conference Room Support-Equipment Setup | 2 | |
| Email | 4 | |
| Telecommunications | 3 | |
| Wireless Services | 4 | |
| **COTS** | | **29** |
| Application Support | 15 | |
| Hardware | 14 | |
| **NIH Enterprise Systems** | | **18** |
| eRA-COMMONS | 2 | |
| eRA-Software BA | 1 | |
| NBS-User Call | 5 | |

# IC Ticket Report with Category Summary
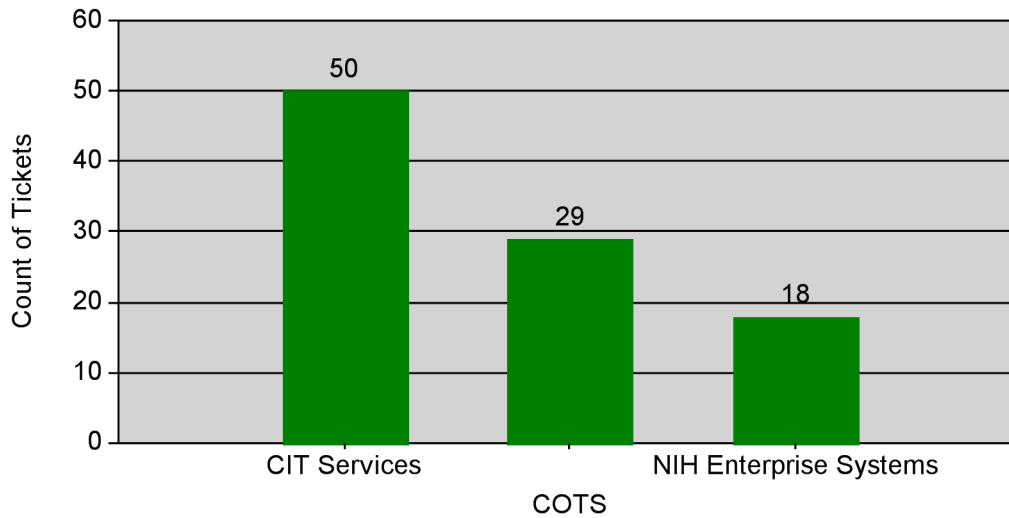
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| NED | 7 |
| NIH Services | 3 |

**Tickets By Category Summary**



| HHS | 498 |
|---|---|
| **CIT Services** | **234** |
| Accounts | 86 |
| Back Office Support | 48 |
| CIT Categories | 6 |
| Connectivity | 10 |
| Email | 44 |
| General Information | 9 |
| iSDP/Software Distribution | 1 |
| NIHnet | 1 |
| OS/390 | 7 |
| Telecommunications | 4 |
| Video | 3 |
| Wireless Services | 15 |

# IC Ticket Report with Category Summary
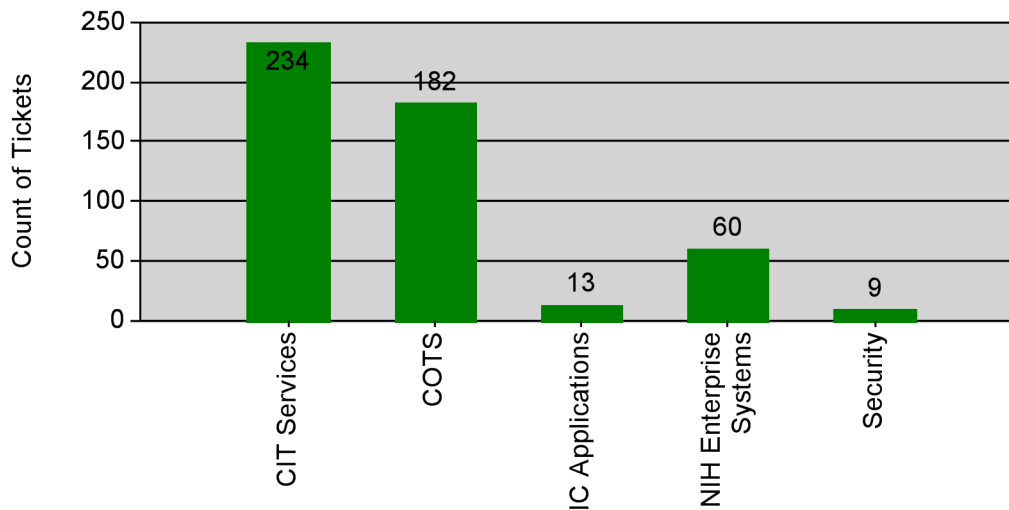
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| **COTS** | | **182** |
| Application Support | 79 | |
| Hardware | 103 | |
| **IC Applications** | | **13** |
| CC Clinical Applications | 1 | |
| Local LAN | 5 | |
| Web Site Issue (non-CIT) | 7 | |
| **NIH Enterprise Systems** | | **60** |
| ADB | 4 | |
| eRA-DB | 12 | |
| eRA-External | 1 | |
| eRA-Grants Management | 8 | |
| eRA-IMPAC II | 17 | |
| eRA-Infrastructure | 3 | |
| eRA-Referral and Review | 2 | |
| GovTrip User Call | 1 | |
| ITAS | 5 | |
| NBS-User Call | 2 | |
| NED | 5 | |
| **Security** | | **9** |
| Anti Virus SW | 2 | |
| Security | 7 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| HRSA-OC | | 10 |
|---|---|---|
| **CIT Services** | | **7** |
| Accounts | 3 | |
| Connectivity | 1 | |
| Email | 3 | |
| **COTS** | | **1** |
| Hardware | 1 | |
| **NIH Enterprise Systems** | | **1** |
| NED | 1 | |
| **Security** | | **1** |
| Security | 1 | |

# IC Ticket Report with Category Summary
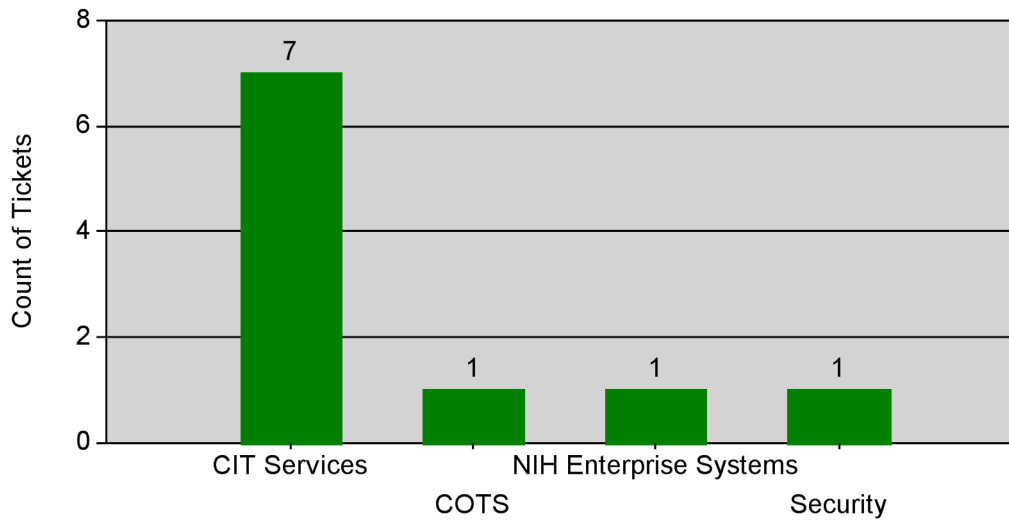
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| HSB | 36 |
|---|---|
| **CIT Services** | **13** |
| Accounts | 6 |
| Back Office Support | 2 |
| Email | 4 |
| Wireless Services | 1 |
| **COTS** | **23** |
| Application Support | 15 |
| Hardware | 8 |

# IC Ticket Report with Category Summary
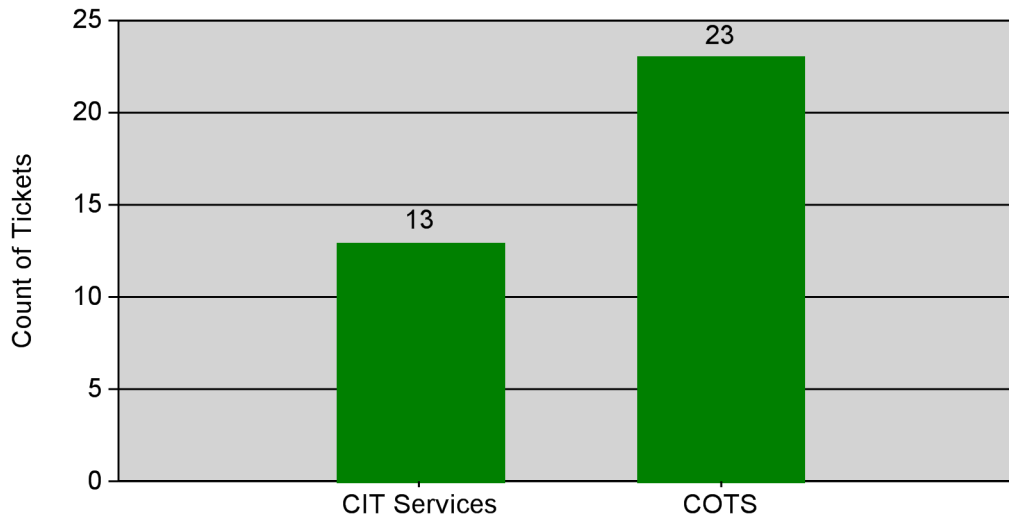
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NCCAM | | **222** |
|---|---|---|
| **CIT Services** | | **100** |
| Accounts | 48 | |
| Back Office Support | 10 | |
| CIT Categories | 1 | |
| Conference Room Support-Equipment Setup | 3 | |
| Conference Room Support-Monitor Conference | 1 | |
| Connectivity | 3 | |
| Email | 24 | |
| General Information | 4 | |
| NIHnet | 2 | |
| Telecommunications | 2 | |
| Video | 2 | |
| **COTS** | | **84** |
| Application Support | 33 | |
| Hardware | 51 | |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| **IC Applications** | | **4** |
| Local LAN | 3 | |
| Web Site Issue (non-CIT) | 1 | |
| **NIH Enterprise Systems** | | **31** |
| ADB | 6 | |
| eRA-Grants Management | 1 | |
| eRA-IMPAC II | 1 | |
| eRA-Infrastructure | 2 | |
| eRA-Referral and Review | 3 | |
| eRA-Reporting | 1 | |
| NBS-User Call | 6 | |
| NED | 4 | |
| NIH Data Warehouse | 2 | |
| NIH Services | 4 | |
| NVision | 1 | |
| **Security** | | **3** |
| Security | 3 | |

# IC Ticket Report with Category Summary
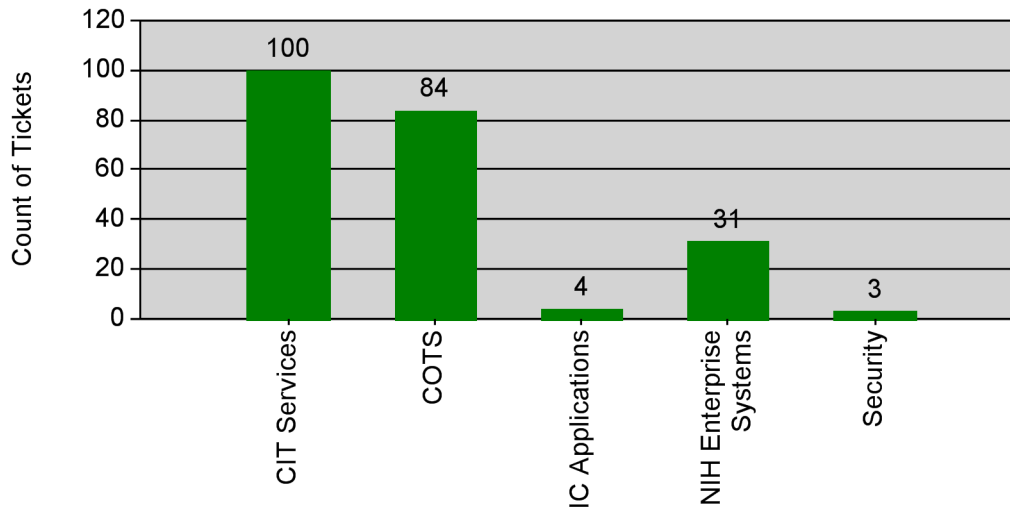
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NCI | | 6058 |
|---|---|---|
| **CIT Services** | | **3415** |
| Accounts | 1904 | |
| Back Office Support | 370 | |
| CIT Categories | 12 | |
| CIT Categories Remedy | 2 | |
| CIT Categories-General Information | 1 | |
| Conference Room Support-Equipment Setup | 92 | |
| Conference Room Support-Monitor Conference | 2 | |
| Conference Room Support-Reserve | 1 | |
| Connectivity | 154 | |
| Email | 435 | |
| General Information | 153 | |
| Helix Support | 5 | |
| iSDP/Software Distribution | 3 | |
| NIHnet | 41 | |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

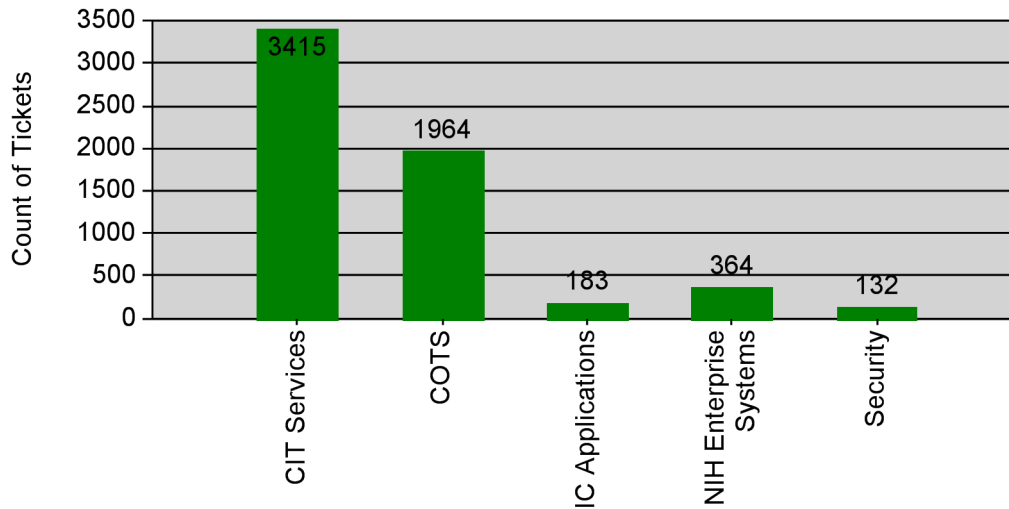| | |
|---|---:|
| OS/390 | 3 |
| Telecommunications | 69 |
| Training | 2 |
| Video | 19 |
| Wireless Services | 147 |
| **COTS** | **1964** |
| Application Support | 915 |
| Hardware | 1049 |
| **IC Applications** | **183** |
| CC Clinical Applications | 16 |
| CC Clinical Applications-ATV | 3 |
| CC Technical Operations | 1 |
| E-Grants | 5 |
| Local LAN | 134 |
| Web Site Issue (non-CIT) | 24 |
| **NIH Enterprise Systems** | **364** |
| ADB | 57 |
| Capital HR Func App Suppt | 2 |
| Capital HR Security | 6 |
| Capital HR Technical | 1 |
| eRA-COMMONS | 2 |
| eRA-DB | 1 |
| eRA-External | 4 |
| eRA-Grants Management | 2 |
| eRA-IMPAC II | 3 |
| eRA-Infrastructure | 4 |
| eRA-Reporting | 1 |
| eRA-Software BA | 2 |
| ITAS | 12 |

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

*Snapshot Date: 8/1/2009 6:48:05 AM*

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| NBS Break/Fix | 1 |
| NBS-User Call | 118 |
| NED | 111 |
| NIH Data Warehouse | 4 |
| NIH Services | 27 |
| NVision | 6 |
| **Security** | **132** |
| Anti Virus SW | 7 |
| Security | 125 |

### Tickets By Category Summary



| | |
|---|---:|
| **NCMHD** | **52** |
| **CIT Services** | **24** |
| Accounts | 11 |
| Connectivity | 4 |
| Email | 6 |
| Telecommunications | 2 |
| Video | 1 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| **COTS** | | **20** |
| Application Support | 11 | |
| Hardware | 9 | |
| **NIH Enterprise Systems** | | **8** |
| ADB | 1 | |
| Capital HR Func App Suppt | 2 | |
| eRA-COMMONS | 1 | |
| eRA-External | 1 | |
| eRA-Referral and Review | 1 | |
| NBS-User Call | 1 | |
| NVision | 1 | |

## Tickets By Category Summary



| | | |
|---|---|---|
| **NCRR** | | **208** |
| **CIT Services** | | **96** |
| Accounts | 41 | |
| Back Office Support | 12 | |
| CIT Categories | 1 | |

# IC Ticket Report with Category Summary

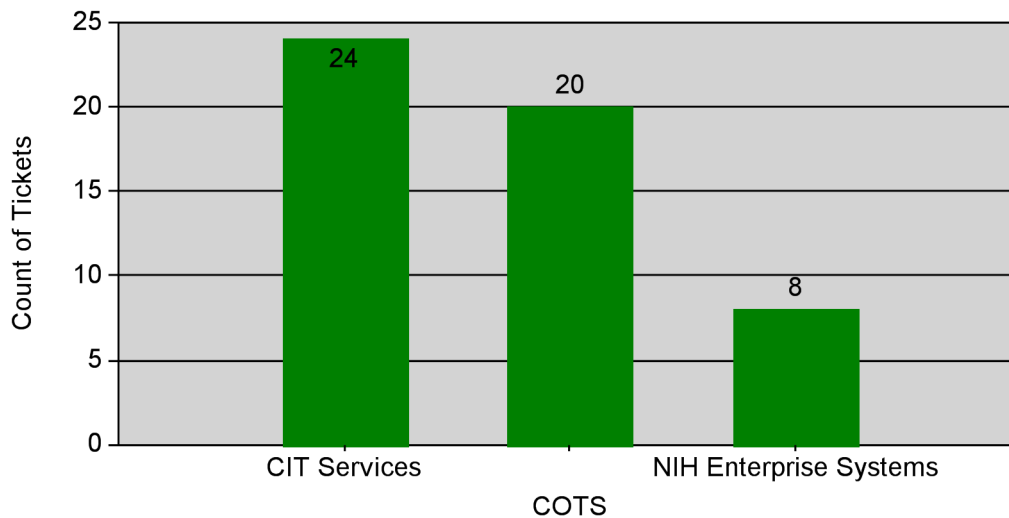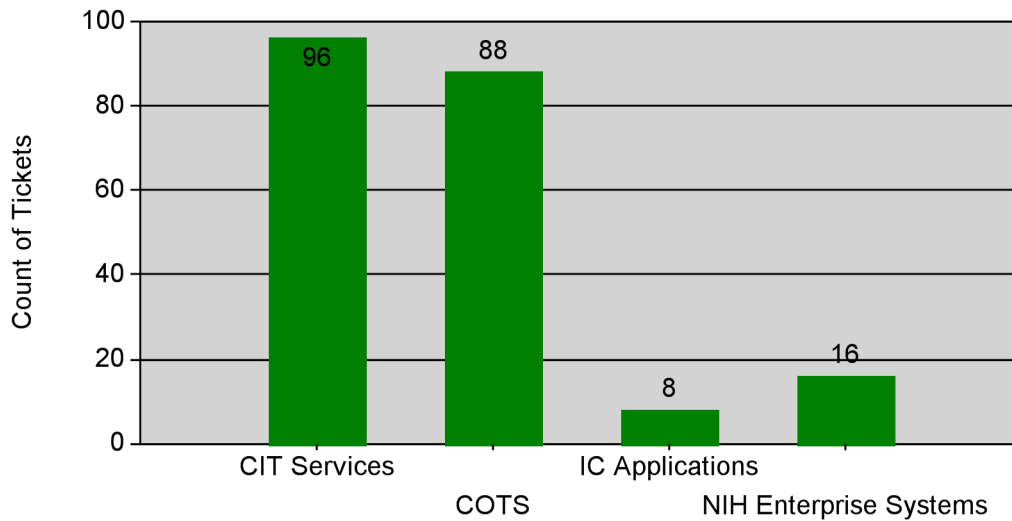For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| CIT Categories Remedy | 3 |
| Conference Room Support-Equipment Setup | 2 |
| Connectivity | 3 |
| Email | 9 |
| General Information | 1 |
| NIHnet | 8 |
| Video | 1 |
| Wireless Services | 15 |
| **COTS** | **88** |
| Application Support | 42 |
| Hardware | 46 |
| **IC Applications** | **8** |
| Local LAN | 3 |
| Web Site Issue (non-CIT) | 5 |
| **NIH Enterprise Systems** | **16** |
| ADB | 1 |
| eRA-Grants Management | 4 |
| eRA-IMPAC II | 5 |
| eRA-Referral and Review | 1 |
| ITAS | 3 |
| NBS-User Call | 1 |
| NIH Services | 1 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NCTR | 4 |
|---|---|
| **NIH Enterprise Systems** | **4** |
| ITAS | 4 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NEI | | **579** |
|---|---|---|
| **CIT Services** | | **244** |
| Accounts | 155 | |
| Back Office Support | 21 | |
| Conference Room Support-Equipment Setup | 1 | |
| Connectivity | 13 | |
| Email | 29 | |
| General Information | 4 | |
| NIHnet | 1 | |
| Project Work | 1 | |
| Telecommunications | 11 | |
| Video | 1 | |
| Wireless Services | 7 | |
| **COTS** | | **253** |
| Application Support | 130 | |
| Hardware | 123 | |

# IC Ticket Report with Category Summary
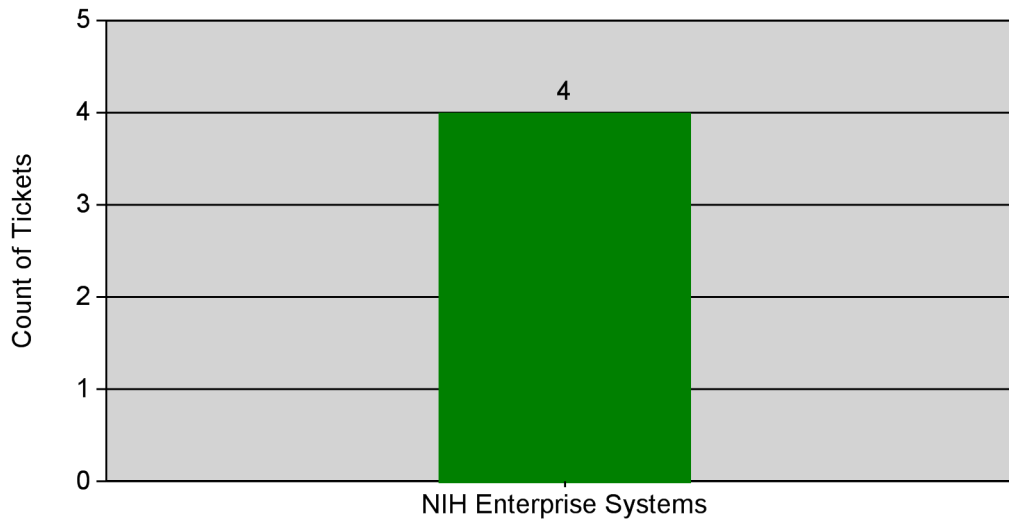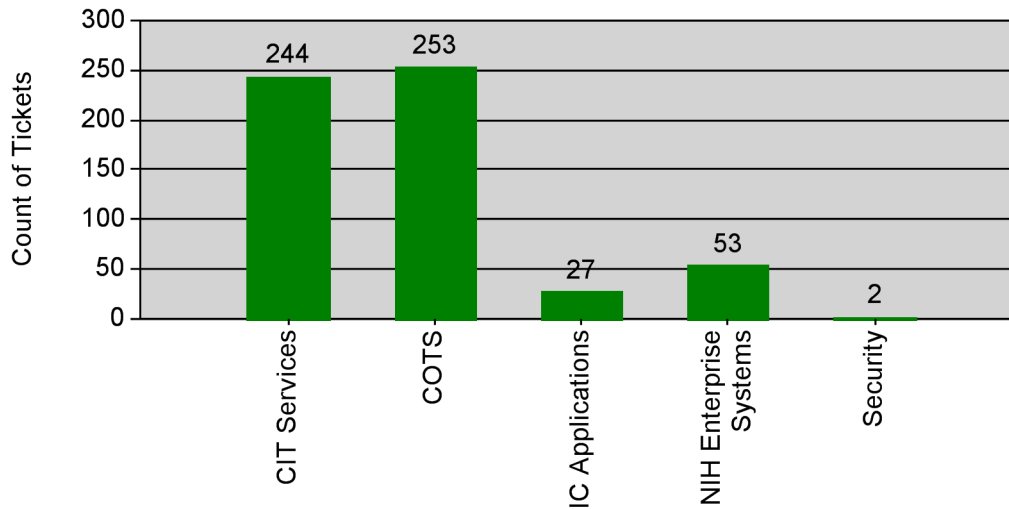
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| **IC Applications** | **27** |
| CC Clinical Applications | 1 |
| Local LAN | 22 |
| Web Site Issue (non-CIT) | 4 |
| **NIH Enterprise Systems** | **53** |
| ADB | 3 |
| Capital HR Func App Suppt | 2 |
| Capital HR Non-App Specific | 1 |
| eRA-COMMONS | 2 |
| eRA-External | 1 |
| eRA-Grants Management | 2 |
| eRA-IMPAC II | 4 |
| eRA-Infrastructure | 1 |
| eRA-Referral and Review | 1 |
| ITAS | 2 |
| NBS-User Call | 16 |
| NED | 13 |
| NIH Data Warehouse | 1 |
| NIH Services | 2 |
| NVision | 2 |
| **Security** | **2** |
| Security | 2 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

## Tickets By Category Summary



| NHGRI | 987 |
|---|---|
| **CIT Services** | **493** |

| | |
|---|---|
| Accounts | 292 |
| Back Office Support | 52 |
| CIT Categories | 3 |
| CIT Categories Remedy | 1 |
| Conference Room Support-Equipment Setup | 1 |
| Connectivity | 18 |
| Email | 44 |
| General Information | 20 |
| Helix Support | 1 |
| iSDP/Software Distribution | 1 |
| NIHnet | 14 |
| Telecommunications | 15 |
| Unix Support | 14 |
| Video | 2 |

# IC Ticket Report with Category Summary
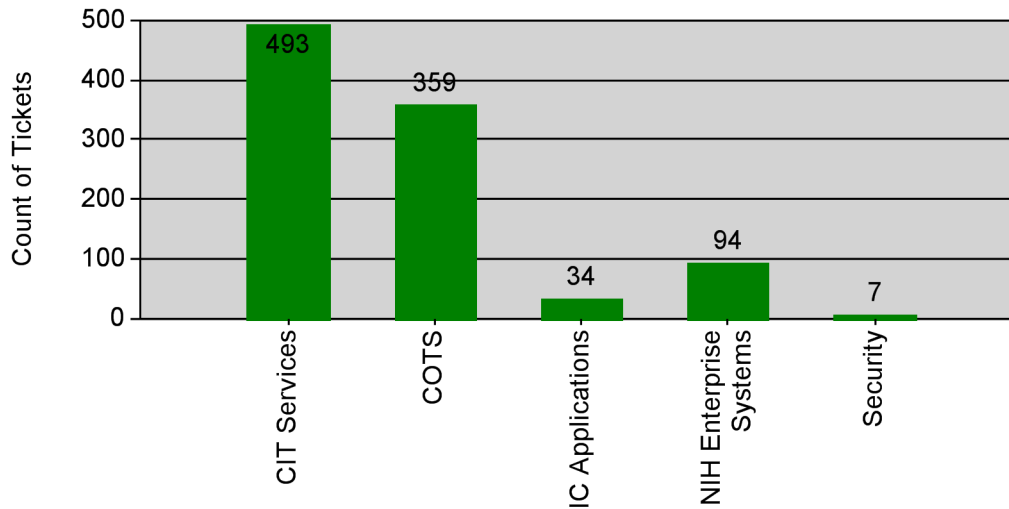
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Wireless Services | 15 | |
| **COTS** | | **359** |
| Application Support | 176 | |
| Hardware | 183 | |
| **IC Applications** | | **34** |
| CC Clinical Applications | 5 | |
| CC Clinical Applications-ATV | 1 | |
| Local LAN | 22 | |
| Web Site Issue (non-CIT) | 6 | |
| **NIH Enterprise Systems** | | **94** |
| ADB | 6 | |
| Capital HR Func App Suppt | 3 | |
| Capital HR Security | 1 | |
| eRA-Grants Management | 1 | |
| eRA-IMPAC II | 1 | |
| eRA-Infrastructure | 1 | |
| ITAS | 5 | |
| NBS-User Call | 52 | |
| NED | 13 | |
| NIH Services | 10 | |
| NVision | 1 | |
| **Security** | | **7** |
| Security | 7 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



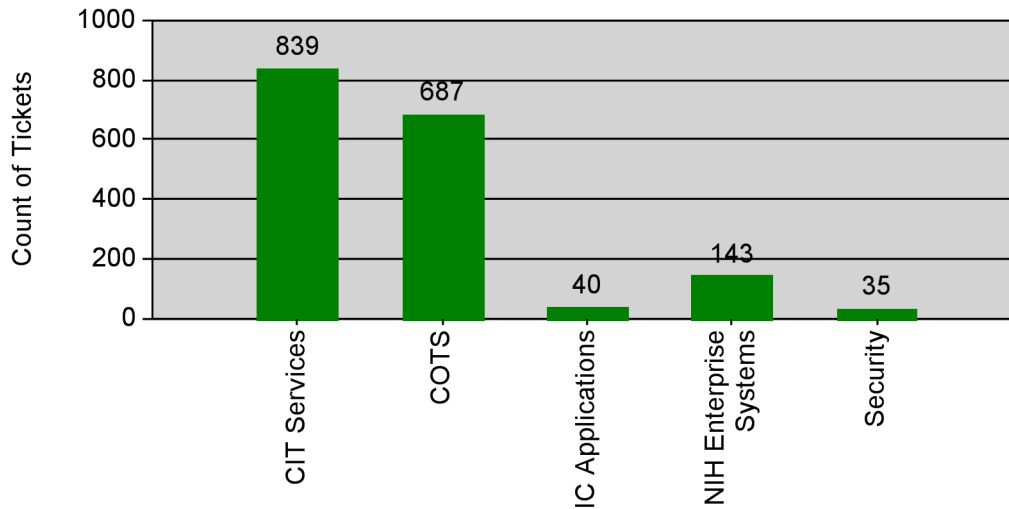| NHLBI | | 1744 |
|---|---|---|
| **CIT Services** | | **839** |
| Accounts | 469 | |
| Back Office Support | 106 | |
| Conference Room Support-Equipment Setup | 18 | |
| Conference Room Support-Monitor Conference | 1 | |
| Connectivity | 39 | |
| Email | 100 | |
| General Information | 36 | |
| Helix Support | 3 | |
| NIHnet | 6 | |
| Telecommunications | 19 | |
| Training | 2 | |
| Video | 3 | |
| Wireless Services | 37 | |
| **COTS** | | **687** |
| Application Support | 249 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Hardware | 438 | |
| **IC Applications** | | **40** |
| CC Clinical Applications | 5 | |
| CC Clinical Applications-ATV | 1 | |
| Local LAN | 26 | |
| Web Site Issue (non-CIT) | 8 | |
| **NIH Enterprise Systems** | | **143** |
| ADB | 13 | |
| eRA-COMMONS | 4 | |
| eRA-DB | 1 | |
| eRA-External | 1 | |
| eRA-Grants Management | 5 | |
| eRA-IMPAC II | 5 | |
| eRA-Referral and Review | 3 | |
| eRA-Software BA | 1 | |
| ITAS | 7 | |
| NBS-User Call | 63 | |
| NED | 25 | |
| NIH Data Warehouse | 3 | |
| NIH Services | 10 | |
| NVision | 2 | |
| **Security** | | **35** |
| Anti Virus SW | 2 | |
| Security | 33 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NIA | | **539** |
|---|---|---|
| **CIT Services** | | **301** |
| Accounts | 190 | |
| Back Office Support | 19 | |
| Conference Room Support-Equipment Setup | 1 | |
| Conference Room Support-Reserve | 1 | |
| Connectivity | 5 | |
| Email | 36 | |
| General Information | 21 | |
| NIHnet | 2 | |
| Telecommunications | 5 | |
| Training | 3 | |
| Video | 4 | |
| Wireless Services | 14 | |
| **COTS** | | **149** |
| Application Support | 48 | |

# IC Ticket Report with Category Summary

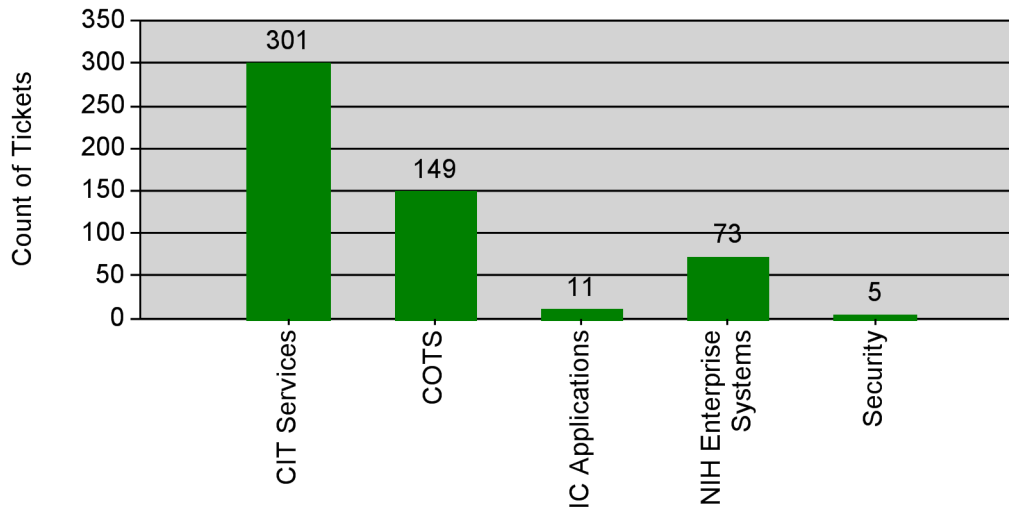For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Hardware | 101 | |
| **IC Applications** | | **11** |
| CC Clinical Applications | 1 | |
| Local LAN | 4 | |
| Web Site Issue (non-CIT) | 6 | |
| **NIH Enterprise Systems** | | **73** |
| ADB | 6 | |
| eRA-External | 1 | |
| eRA-Grants Management | 1 | |
| eRA-IMPAC II | 2 | |
| eRA-Referral and Review | 3 | |
| ITAS | 10 | |
| NBS-User Call | 35 | |
| NED | 9 | |
| NIH Services | 4 | |
| NVision | 2 | |
| **Security** | | **5** |
| Security | 5 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



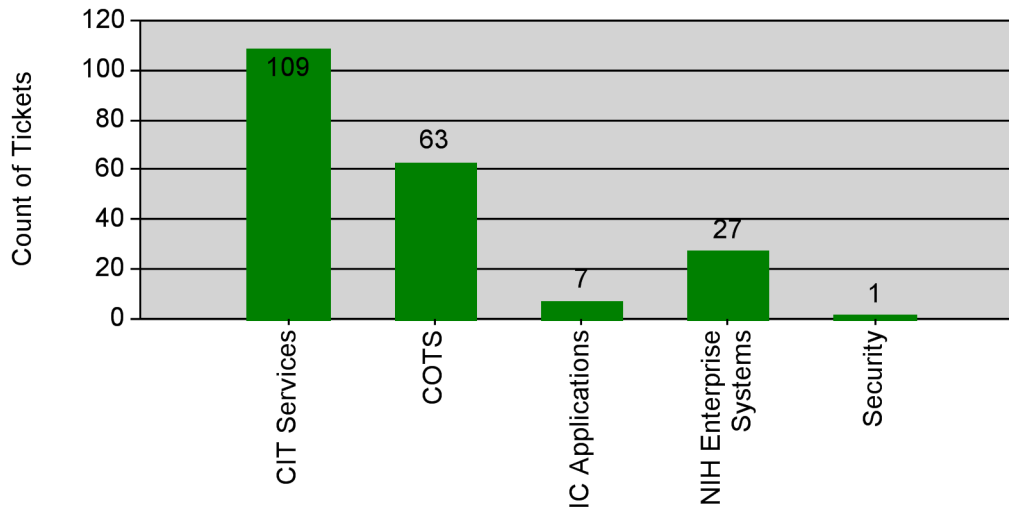| NIAAA | | 207 |
|---|---|---|
| **CIT Services** | | **109** |
| Accounts | 46 | |
| Back Office Support | 11 | |
| CIT Categories | 1 | |
| Conference Room Support-Equipment Setup | 2 | |
| Connectivity | 8 | |
| Email | 21 | |
| General Information | 4 | |
| NIHnet | 5 | |
| Telecommunications | 1 | |
| Video | 3 | |
| Wireless Services | 7 | |
| **COTS** | | **63** |
| Application Support | 20 | |
| Hardware | 43 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| **IC Applications** | **7** |
| Local LAN | 6 |
| Web Site Issue (non-CIT) | 1 |
| **NIH Enterprise Systems** | **27** |
| ADB | 2 |
| eRA-COMMONS | 2 |
| eRA-Grants Management | 1 |
| ITAS | 2 |
| NBS-User Call | 10 |
| NED | 5 |
| NIH Data Warehouse | 2 |
| NIH Services | 3 |
| **Security** | **1** |
| Security | 1 |

### Tickets By Category Summary



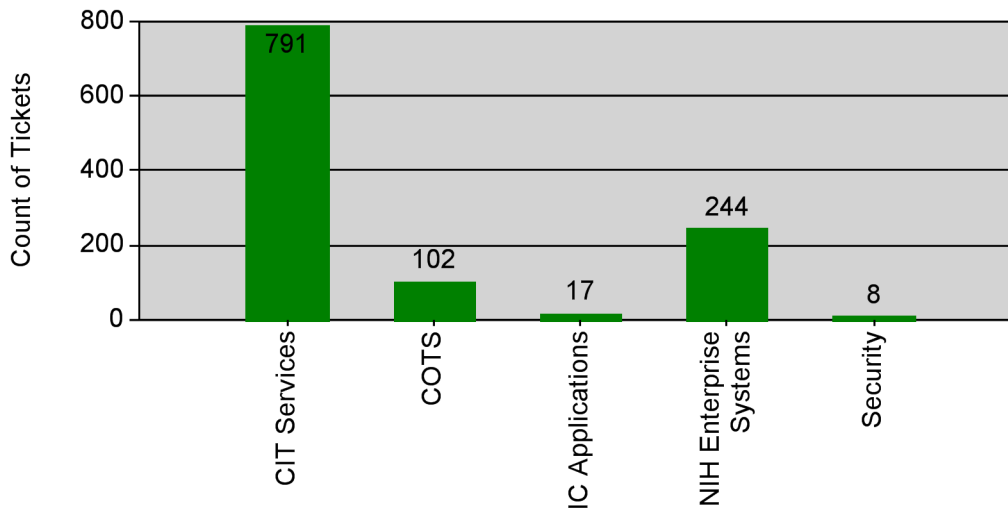| | |
|---|---:|
| **NIAID** | **1162** |
| **CIT Services** | **791** |
| Accounts | 574 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

<span style="color:red">Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.</span>

| | | |
|---|---|---|
| Back Office Support | 28 | |
| CIT Categories | 3 | |
| CIT Categories Remedy | 1 | |
| Conference Room Support-Equipment Setup | 2 | |
| Connectivity | 8 | |
| Email | 51 | |
| General Information | 26 | |
| Helix Support | 2 | |
| NIHnet | 7 | |
| Telecommunications | 24 | |
| Training | 1 | |
| Video | 2 | |
| Wireless Services | 62 | |
| **COTS** | | **102** |
| Application Support | 64 | |
| Hardware | 38 | |
| **IC Applications** | | **17** |
| CC Clinical Applications | 3 | |
| CC Clinical Applications-ATV | 1 | |
| CC Technical Operations | 2 | |
| Local LAN | 5 | |
| Web Site Issue (non-CIT) | 6 | |
| **NIH Enterprise Systems** | | **244** |
| ADB | 44 | |
| Capital HR Func App Suppt | 2 | |
| Capital HR Interface | 1 | |
| Capital HR Technical | 1 | |
| eRA-COMMONS | 2 | |
| eRA-External | 1 | |

# IC Ticket Report with Category Summary

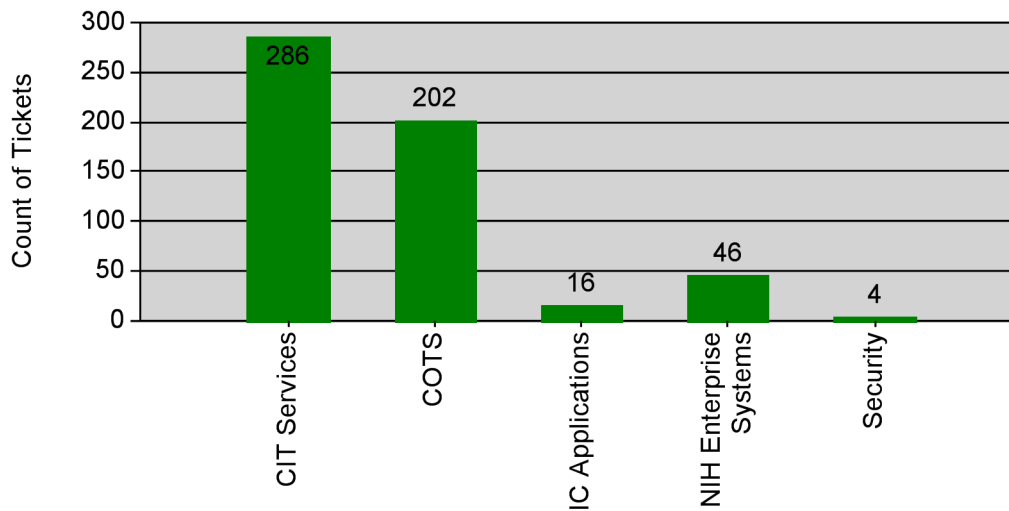For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| eRA-Grants Management | 2 |
| eRA-IMPAC II | 2 |
| ITAS | 14 |
| NBS-User Call | 123 |
| NED | 43 |
| NIH Data Warehouse | 1 |
| NIH Services | 6 |
| NVision | 2 |
| **Security** | **8** |
| Security | 8 |

## Tickets By Category Summary



| NIAMS | | 554 |
|---|---|---|
| **CIT Services** | | **286** |
| Accounts | 177 | |
| Back Office Support | 29 | |
| CIT Categories Remedy | 1 | |
| Conference Room Support-Equipment Setup | 8 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| Conference Room Support-Reserve | 1 |
| Connectivity | 18 |
| Email | 19 |
| General Information | 6 |
| NIHnet | 6 |
| OS/390 | 1 |
| Telecommunications | 2 |
| Video | 1 |
| Wireless Services | 17 |
| **COTS** | **202** |
| Application Support | 103 |
| Hardware | 99 |
| **IC Applications** | **16** |
| CC Clinical Applications | 3 |
| CC Technical Operations | 1 |
| Local LAN | 8 |
| Web Site Issue (non-CIT) | 4 |
| **NIH Enterprise Systems** | **46** |
| Capital HR Func App Suppt | 1 |
| Capital HR Security | 1 |
| eRA-Grants Management | 1 |
| eRA-IMPAC II | 2 |
| eRA-Infrastructure | 1 |
| eRA-Referral and Review | 2 |
| eRA-Reporting | 1 |
| eRA-Software BA | 1 |
| NBS-User Call | 23 |
| NED | 10 |
| NIH Services | 3 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

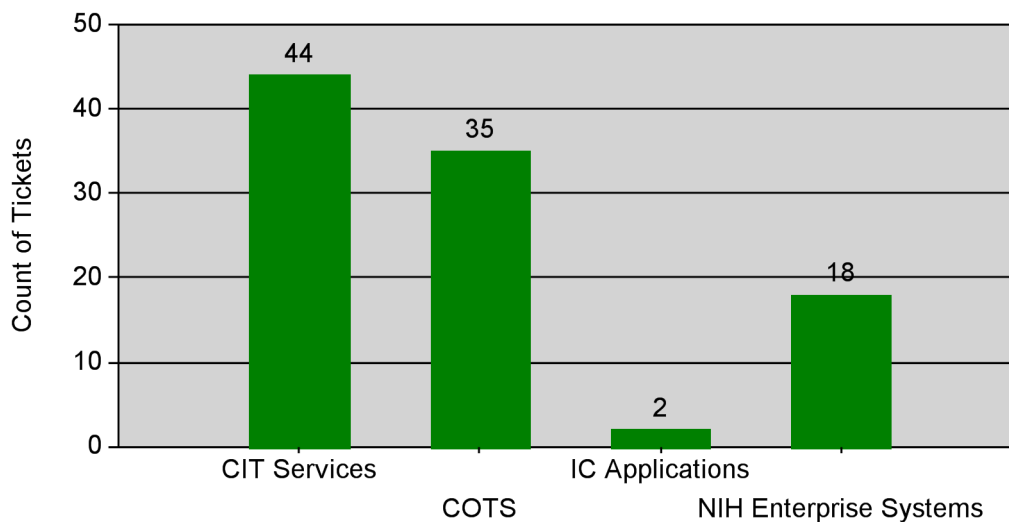| Security | 4 |
|---|---|
| Security | 4 |

**Tickets By Category Summary**



| NIBIB | | 99 |
|---|---|---|
| **CIT Services** | | **44** |
| Accounts | 24 | |
| Back Office Support | 4 | |
| CIT Categories Remedy | 1 | |
| Connectivity | 1 | |
| Email | 7 | |
| General Information | 1 | |
| NIHnet | 1 | |
| Telecommunications | 2 | |
| Wireless Services | 3 | |
| **COTS** | | **35** |
| Application Support | 18 | |
| Hardware | 17 | |

# IC Ticket Report with Category Summary
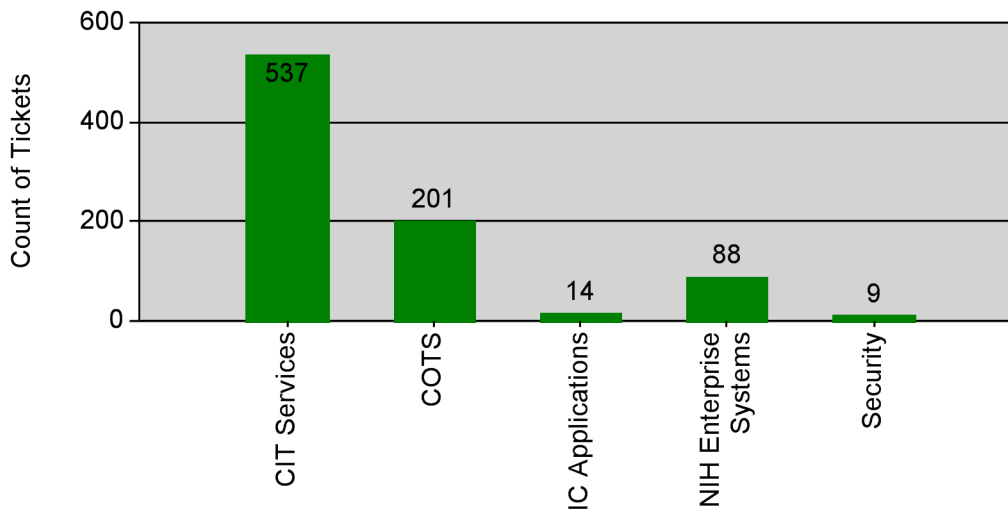
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| **IC Applications** | **2** |
| Local LAN | 2 |
| **NIH Enterprise Systems** | **18** |
| ADB | 1 |
| eRA-IMPAC II | 1 |
| eRA-Referral and Review | 1 |
| NBS-User Call | 10 |
| NED | 2 |
| NIH Services | 3 |

## Tickets By Category Summary



| | |
|---|---:|
| **NICHD** | **849** |
| **CIT Services** | **537** |
| Accounts | 383 |
| Back Office Support | 31 |
| CIT Categories | 1 |
| Conference Room Support-Equipment Setup | 5 |
| Connectivity | 13 |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---:|---:|
| Email | 38 | |
| General Information | 10 | |
| NIHnet | 6 | |
| Telecommunications | 20 | |
| Training | 3 | |
| Video | 4 | |
| Wireless Services | 23 | |
| **COTS** | | **201** |
| Application Support | 91 | |
| Hardware | 110 | |
| **IC Applications** | | **14** |
| CC Clinical Applications | 3 | |
| CC Clinical Applications-ATV | 1 | |
| CC Technical Operations | 1 | |
| Local LAN | 8 | |
| Web Site Issue (non-CIT) | 1 | |
| **NIH Enterprise Systems** | | **88** |
| ADB | 19 | |
| eRA-COMMONS | 3 | |
| eRA-External | 1 | |
| eRA-Grants Management | 5 | |
| eRA-Infrastructure | 3 | |
| eRA-Referral and Review | 1 | |
| eRA-Reporting | 1 | |
| ITAS | 2 | |
| NBS-User Call | 36 | |
| NED | 14 | |
| NIH Data Warehouse | 1 | |
| NIH Services | 2 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

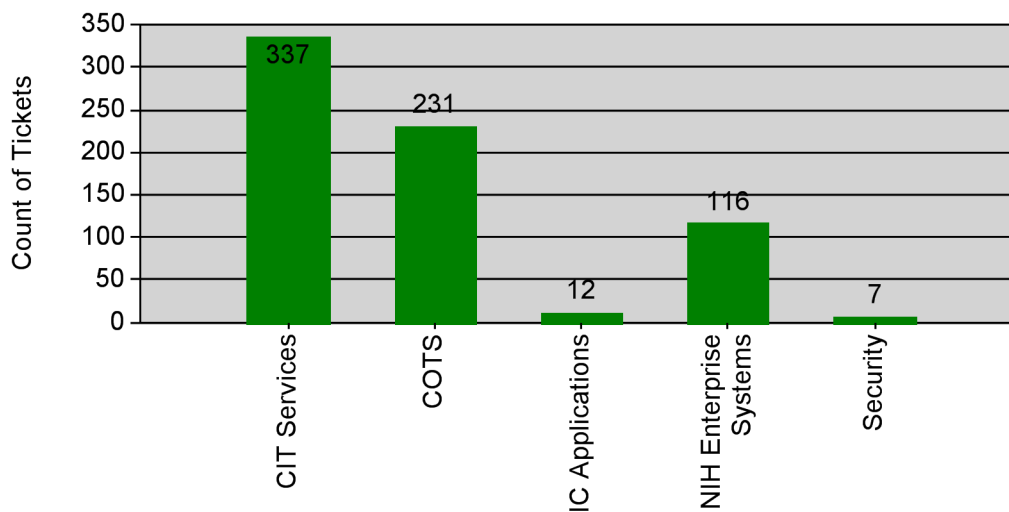| Security | 9 |
|---|---|
| Security | 9 |

**Tickets By Category Summary**



| NIDA | 703 |
|---|---|
| **CIT Services** | **337** |
| Accounts | 194 |
| Back Office Support | 28 |
| CIT Categories | 4 |
| Conference Room Support-Equipment Setup | 11 |
| Conference Room Support-Monitor Conference | 1 |
| Connectivity | 7 |
| Email | 38 |
| General Information | 21 |
| NIHnet | 1 |
| Telecommunications | 4 |
| Video | 3 |
| Wireless Services | 25 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

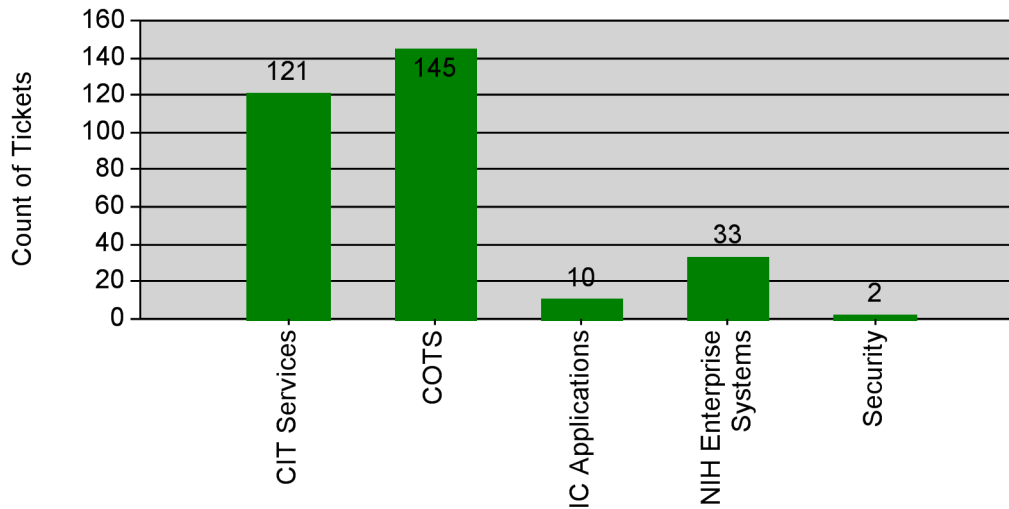| | | |
|---|---:|---:|
| **COTS** | | **231** |
| Application Support | 135 | |
| Hardware | 96 | |
| **IC Applications** | | **12** |
| Local LAN | 6 | |
| Web Site Issue (non-CIT) | 6 | |
| **NIH Enterprise Systems** | | **116** |
| ADB | 11 | |
| Capital HR Func App Suppt | 1 | |
| eRA-COMMONS | 3 | |
| eRA-Grants Management | 5 | |
| eRA-IMPAC II | 5 | |
| eRA-Infrastructure | 3 | |
| eRA-Referral and Review | 3 | |
| eRA-Reporting | 2 | |
| eRA-Software BA | 1 | |
| ITAS | 6 | |
| NBS-User Call | 46 | |
| NED | 17 | |
| NIH Data Warehouse | 4 | |
| NIH Services | 5 | |
| NVision | 4 | |
| **Security** | | **7** |
| Anti Virus SW | 1 | |
| Security | 6 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NIDCD | | 311 |
|---|---|---|
| **CIT Services** | | **121** |
| Accounts | 46 | |
| Back Office Support | 11 | |
| CIT Categories | 3 | |
| Conference Room Support-Equipment Setup | 1 | |
| Connectivity | 12 | |
| Email | 20 | |
| General Information | 6 | |
| Helix Support | 3 | |
| iSDP/Software Distribution | 1 | |
| NIHnet | 2 | |
| OS/390 | 1 | |
| Telecommunications | 8 | |
| Wireless Services | 7 | |
| **COTS** | | **145** |
| Application Support | 84 | |

# IC Ticket Report with Category Summary
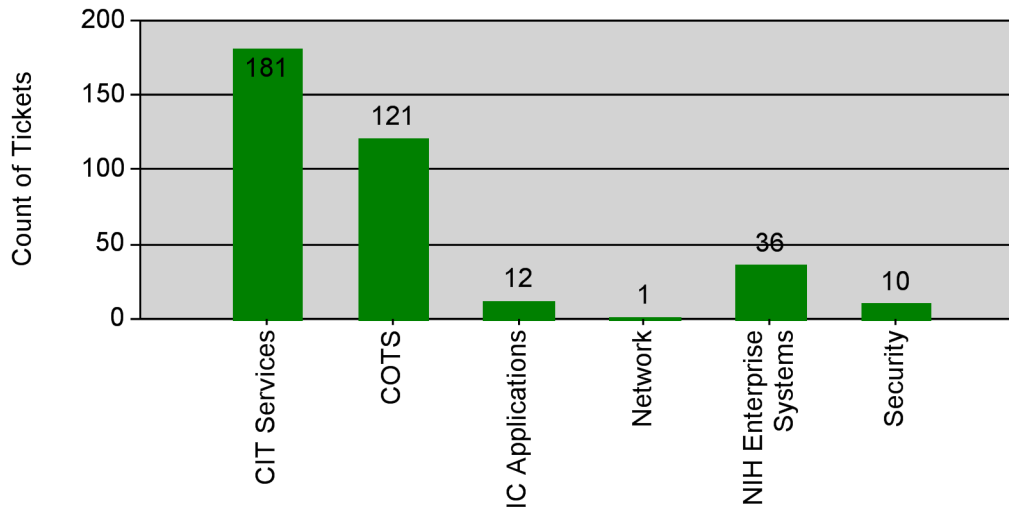
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Hardware | 61 | |
| **IC Applications** | | **10** |
| CC Clinical Applications | 1 | |
| Local LAN | 9 | |
| **NIH Enterprise Systems** | | **33** |
| ADB | 5 | |
| eRA-COMMONS | 1 | |
| eRA-IMPAC II | 3 | |
| eRA-Partnership Issues | 1 | |
| ITAS | 2 | |
| NBS-User Call | 6 | |
| NED | 8 | |
| NIH Services | 7 | |
| **Security** | | **2** |
| Security | 2 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NIDCR | | 361 |
|---|---|---|
| **CIT Services** | | **181** |
| Accounts | 122 | |
| Back Office Support | 9 | |
| CIT Categories Remedy | 1 | |
| Conference Room Support-Equipment Setup | 3 | |
| Connectivity | 5 | |
| Email | 14 | |
| General Information | 6 | |
| NIHnet | 2 | |
| OS/390 | 1 | |
| Telecommunications | 7 | |
| Training | 1 | |
| Video | 4 | |
| Wireless Services | 6 | |
| **COTS** | | **121** |
| Application Support | 67 | |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

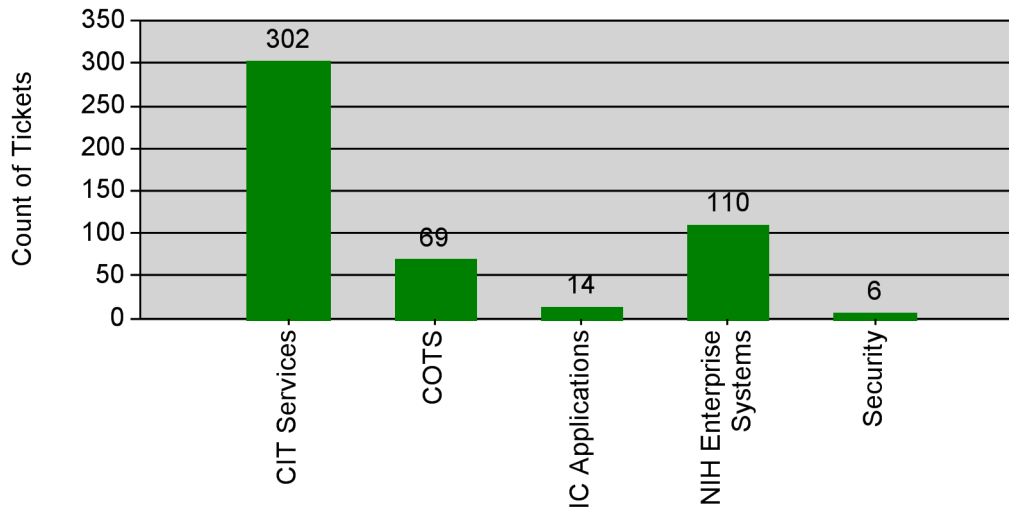| | | |
|---|---|---|
| Hardware | 54 | |
| **IC Applications** | | **12** |
| CC Clinical Applications | 2 | |
| Local LAN | 8 | |
| Web Site Issue (non-CIT) | 2 | |
| **Network** | | **1** |
| Network | 1 | |
| **NIH Enterprise Systems** | | **36** |
| ADB | 3 | |
| Capital HR Func App Suppt | 2 | |
| eRA-Referral and Review | 2 | |
| ITAS | 3 | |
| NBS-User Call | 15 | |
| NED | 2 | |
| NIH Services | 8 | |
| NVision | 1 | |
| **Security** | | **10** |
| Anti Virus SW | 1 | |
| Security | 9 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

### Tickets By Category Summary



| NIDDK | | 501 |
|---|---|---|
| **CIT Services** | | **302** |
| Accounts | 228 | |
| Back Office Support | 20 | |
| CIT Categories | 2 | |
| Connectivity | 6 | |
| Email | 13 | |
| General Information | 13 | |
| Helix Support | 1 | |
| iSDP/Software Distribution | 1 | |
| Telecommunications | 11 | |
| Training | 1 | |
| Video | 2 | |
| Wireless Services | 4 | |
| **COTS** | | **69** |
| Application Support | 42 | |

# IC Ticket Report with Category Summary
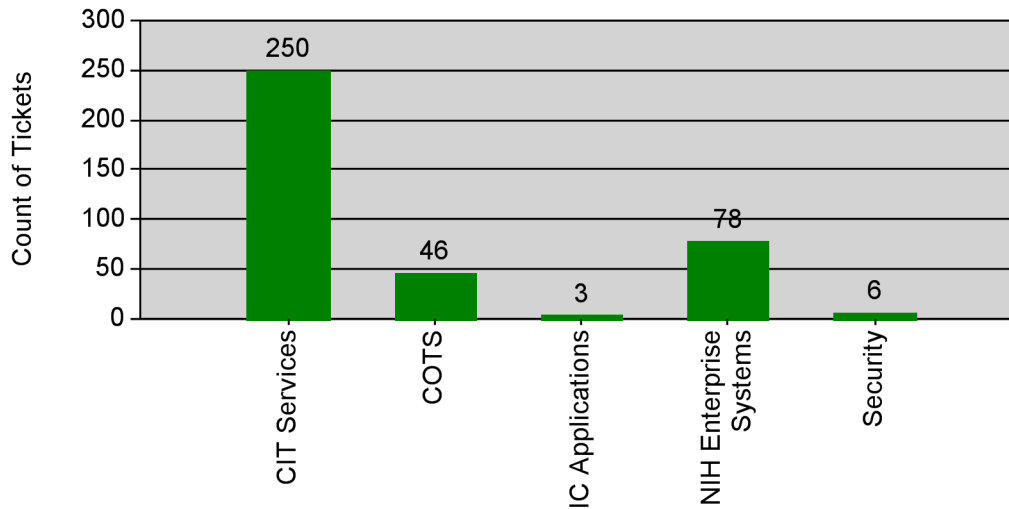
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Hardware | 27 | |
| **IC Applications** | | **14** |
| CC Clinical Applications | 5 | |
| CC Clinical Applications-ATV | 2 | |
| Local LAN | 5 | |
| Web Site Issue (non-CIT) | 2 | |
| **NIH Enterprise Systems** | | **110** |
| ADB | 12 | |
| ITAS | 7 | |
| NBS-User Call | 57 | |
| NED | 26 | |
| NIH Services | 7 | |
| NVision | 1 | |
| **Security** | | **6** |
| Security | 6 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

### Tickets By Category Summary



| NIEHS | | 383 |
|---|---|---|
| **CIT Services** | | **250** |
| Accounts | 207 | |
| Back Office Support | 1 | |
| CIT Categories | 2 | |
| Connectivity | 13 | |
| Email | 8 | |
| General Information | 2 | |
| NIHnet | 1 | |
| Telecommunications | 2 | |
| Training | 1 | |
| Video | 1 | |
| Wireless Services | 12 | |
| **COTS** | | **46** |
| Application Support | 24 | |
| Hardware | 22 | |

# IC Ticket Report with Category Summary
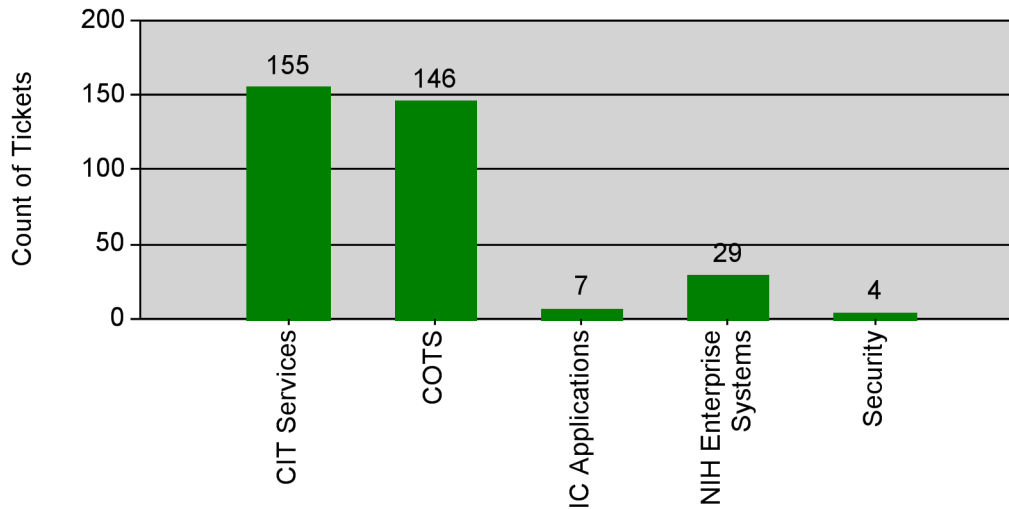
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---:|
| **IC Applications** | **3** |
| CC Technical Operations | 1 |
| Local LAN | 1 |
| Web Site Issue (non-CIT) | 1 |
| **NIH Enterprise Systems** | **78** |
| ADB | 3 |
| eRA-IMPAC II | 2 |
| eRA-Infrastructure | 1 |
| eRA-Referral and Review | 1 |
| ITAS | 3 |
| NBS-User Call | 52 |
| NED | 9 |
| NIH Data Warehouse | 1 |
| NIH Services | 6 |
| **Security** | **6** |
| Security | 6 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NIGMS | | **341** |
|---|---|---|
| **CIT Services** | | **155** |
| Accounts | 69 | |
| Back Office Support | 10 | |
| Conference Room Support-Equipment Setup | 3 | |
| Connectivity | 3 | |
| Email | 24 | |
| General Information | 17 | |
| Helix Support | 1 | |
| NIHnet | 4 | |
| Telecommunications | 1 | |
| Video | 2 | |
| Wireless Services | 21 | |
| **COTS** | | **146** |
| Application Support | 67 | |
| Hardware | 79 | |

# IC Ticket Report with Category Summary
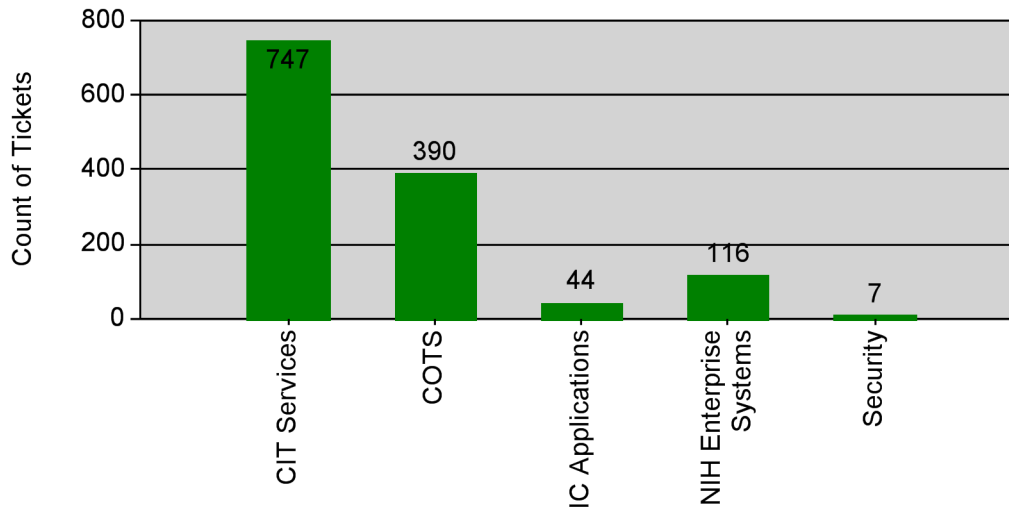
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | |
|---|---|
| **IC Applications** | **7** |
| Local LAN | 3 |
| Web Site Issue (non-CIT) | 4 |
| **NIH Enterprise Systems** | **29** |
| eRA-External | 1 |
| eRA-Grants Management | 6 |
| eRA-IMPAC II | 11 |
| eRA-Infrastructure | 3 |
| ITAS | 2 |
| NBS-User Call | 1 |
| NED | 2 |
| NIH Data Warehouse | 2 |
| NIH Services | 1 |
| **Security** | **4** |
| Security | 4 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NIMH | | 1304 |
|---|---|---|
| **CIT Services** | | **747** |
| Accounts | 499 | |
| Back Office Support | 44 | |
| CIT Categories | 4 | |
| Conference Room Support-Equipment Setup | 17 | |
| Connectivity | 20 | |
| Email | 78 | |
| General Information | 19 | |
| Helix Support | 6 | |
| iSDP/Software Distribution | 1 | |
| NIHnet | 6 | |
| OS/390 | 1 | |
| Telecommunications | 18 | |
| Wireless Services | 34 | |
| **COTS** | | **390** |
| Application Support | 201 | |

# IC Ticket Report with Category Summary
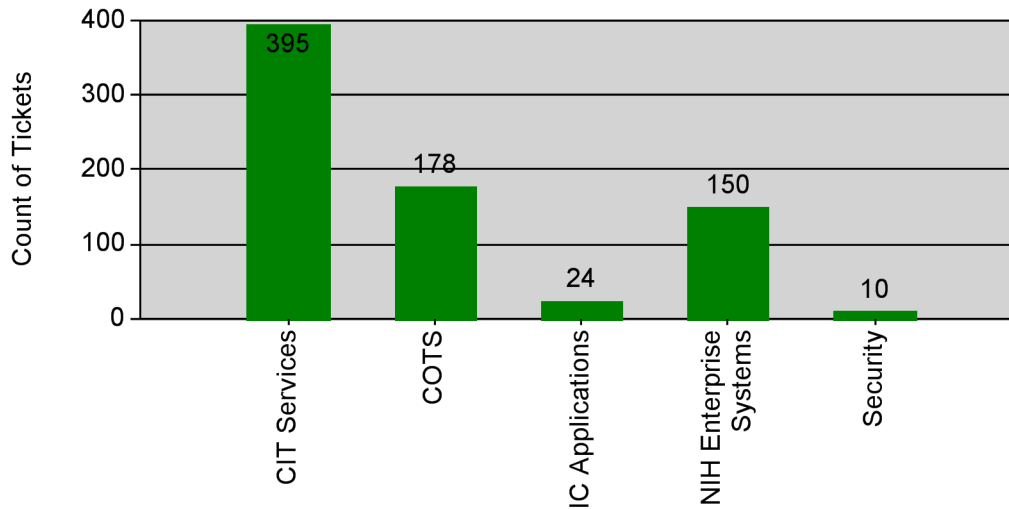
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| Hardware | 189 | |
| **IC Applications** | | **44** |
| CC Clinical Applications | 10 | |
| CC Clinical Applications-ATV | 6 | |
| Local LAN | 21 | |
| Web Site Issue (non-CIT) | 7 | |
| **NIH Enterprise Systems** | | **116** |
| ADB | 9 | |
| Capital HR Change Management | 1 | |
| Capital HR Func App Suppt | 4 | |
| eRA-External | 1 | |
| eRA-Grants Management | 4 | |
| eRA-IMPAC II | 4 | |
| eRA-Infrastructure | 1 | |
| eRA-Referral and Review | 2 | |
| ITAS | 7 | |
| NBS-User Call | 44 | |
| NED | 28 | |
| NIH Services | 11 | |
| **Security** | | **7** |
| Security | 7 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NINDS | | 757 |
|---|---|---|
| **CIT Services** | | **395** |
| Accounts | 244 | |
| Back Office Support | 27 | |
| Conference Room Support-Equipment Setup | 1 | |
| Connectivity | 20 | |
| Email | 57 | |
| General Information | 15 | |
| Helix Support | 1 | |
| NIHnet | 8 | |
| Telecommunications | 7 | |
| Video | 1 | |
| Wireless Services | 14 | |
| **COTS** | | **178** |
| Application Support | 93 | |
| Hardware | 85 | |

# IC Ticket Report with Category Summary
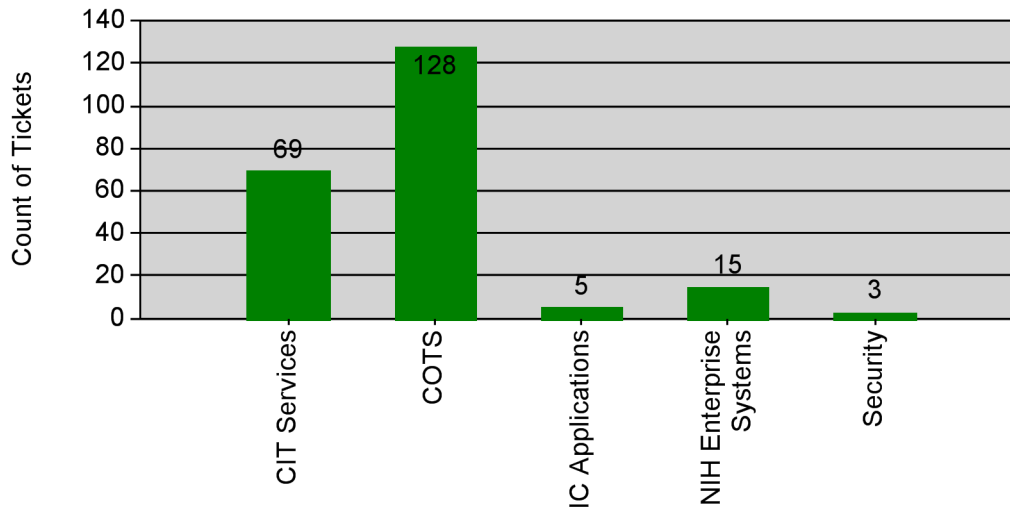
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| **IC Applications** | | **24** |
| CC Clinical Applications | 3 | |
| Local LAN | 15 | |
| Web Site Issue (non-CIT) | 6 | |
| **NIH Enterprise Systems** | | **150** |
| ADB | 18 | |
| eRA-External | 1 | |
| eRA-Grants Management | 1 | |
| eRA-IMPAC II | 1 | |
| eRA-Infrastructure | 1 | |
| eRA-Referral and Review | 2 | |
| eRA-Reporting | 2 | |
| GovTrip User Call | 29 | |
| ITAS | 4 | |
| NBS-User Call | 52 | |
| NED | 33 | |
| NIH Data Warehouse | 1 | |
| NIH Services | 4 | |
| NVision | 1 | |
| **Security** | | **10** |
| Security | 10 | |

# IC Ticket Report with Category Summary

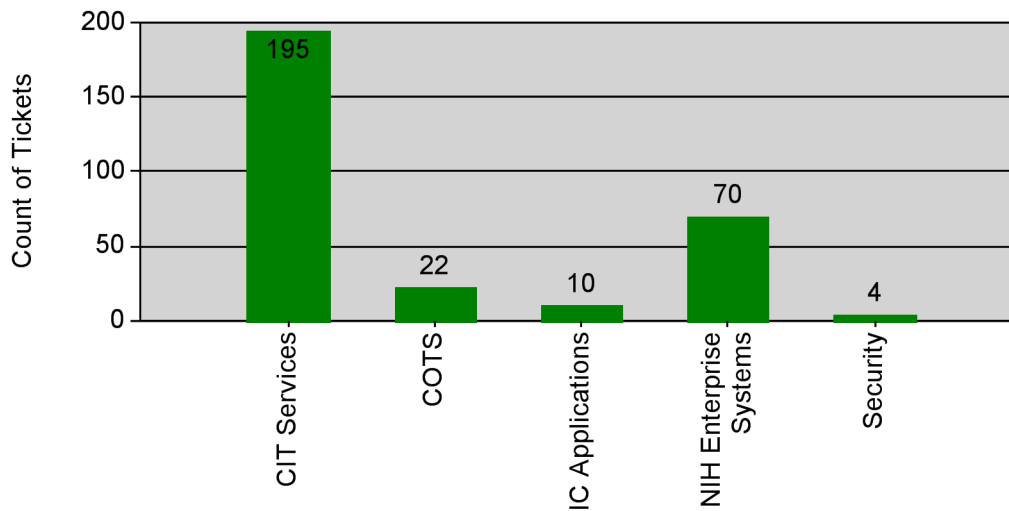For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| NINR | | 220 |
|---|---|---|
| **CIT Services** | | **69** |
| Accounts | 35 | |
| Back Office Support | 4 | |
| Conference Room Support-Equipment Setup | 1 | |
| Connectivity | 4 | |
| Email | 11 | |
| General Information | 5 | |
| Telecommunications | 1 | |
| Wireless Services | 8 | |
| **COTS** | | **128** |
| Application Support | 57 | |
| Hardware | 71 | |
| **IC Applications** | | **5** |
| CC Technical Operations | 2 | |
| Local LAN | 3 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| **NIH Enterprise Systems** | **15** |
|---|---|
| ADB | 1 |
| Capital HR Func App Suppt | 1 |
| eRA-COMMONS | 1 |
| ITAS | 2 |
| NBS-User Call | 8 |
| NED | 1 |
| NVision | 1 |
| **Security** | **3** |
| Security | 3 |

**Tickets By Category Summary**



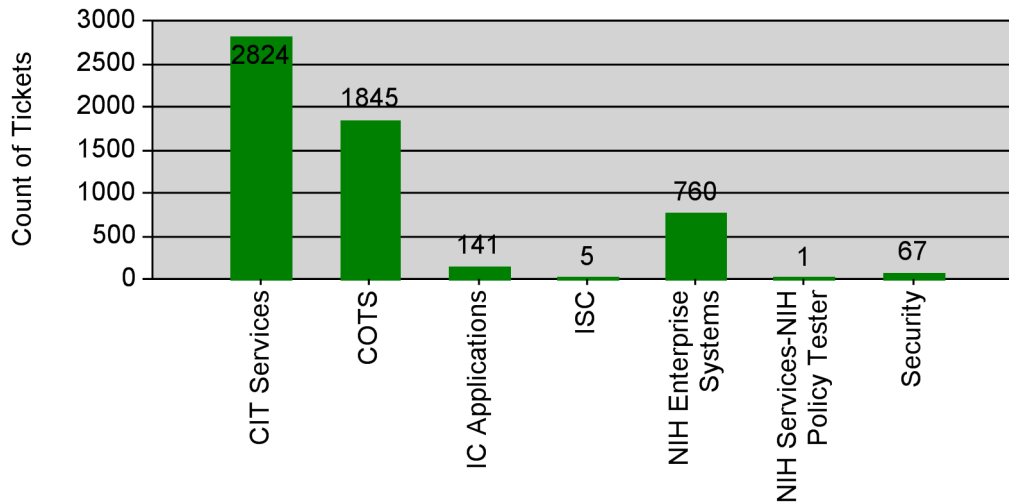| **NLM** | **301** |
|---|---|
| **CIT Services** | **195** |
| Accounts | 153 |
| Back Office Support | 5 |
| CIT Categories | 1 |
| Connectivity | 1 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

<span style="color:red">Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.</span>

| | | |
|---|---|---|
| Email | 10 | |
| General Information | 7 | |
| NIHnet | 2 | |
| Telecommunications | 4 | |
| Wireless Services | 12 | |
| **COTS** | | **22** |
| Application Support | 16 | |
| Hardware | 6 | |
| **IC Applications** | | **10** |
| Local LAN | 3 | |
| Web Site Issue (non-CIT) | 7 | |
| **NIH Enterprise Systems** | | **70** |
| ADB | 4 | |
| ITAS | 5 | |
| NBS-User Call | 36 | |
| NED | 22 | |
| NIH Data Warehouse | 1 | |
| NIH Services | 1 | |
| NVision | 1 | |
| **Security** | | **4** |
| Anti Virus SW | 1 | |
| Security | 3 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



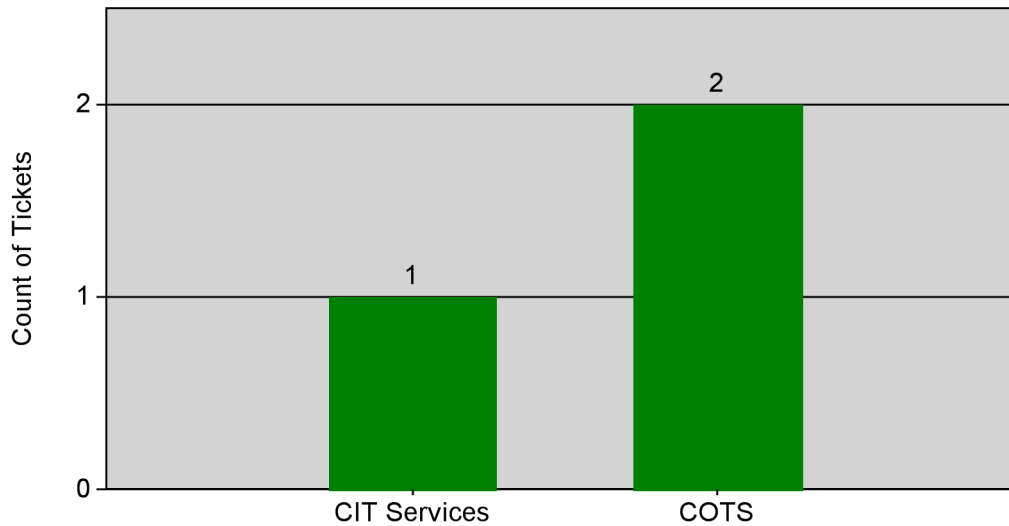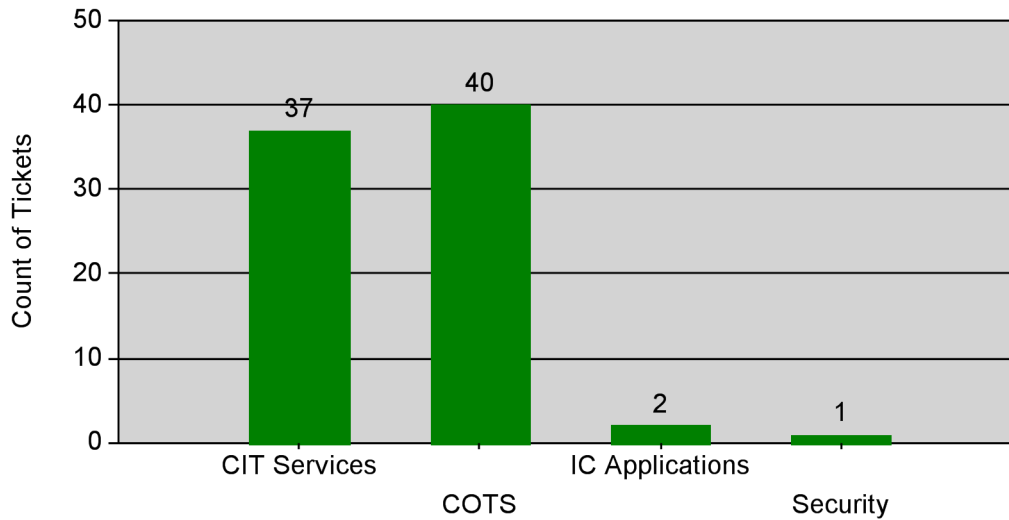| OD | 5643 |
|---|---|
| **CIT Services** | **2824** |
| Accounts | 1479 |
| Back Office Support | 353 |
| CIT Categories | 17 |
| CIT Categories Remedy | 9 |
| Conference Room Support-Equipment Setup | 41 |
| Conference Room Support-Monitor Conference | 1 |
| Conference Room Support-Reserve | 2 |
| Connectivity | 117 |
| Email | 323 |
| General Information | 168 |
| Hardware-Phones | 1 |
| Helix Support | 1 |
| iSDP/Software Distribution | 1 |
| NIHnet | 34 |

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| OS/390 | 6 | |
| Telecommunications | 108 | |
| Training | 3 | |
| Video | 14 | |
| Wireless Services | 146 | |
| **COTS** | | **1845** |
| Application Support | 833 | |
| Hardware | 1012 | |
| **IC Applications** | | **141** |
| E-Grants | 2 | |
| Local LAN | 77 | |
| OIT Categories | 1 | |
| Web Site Issue (non-CIT) | 61 | |
| **ISC** | | **5** |
| ISC | 5 | |
| **NIH Enterprise Systems** | | **760** |
| ADB | 43 | |
| Capital HR Func App Suppt | 5 | |
| Capital HR Security | 1 | |
| Capital HR Technical | 3 | |
| eRA-COMMONS | 4 | |
| eRA-DB | 2 | |
| eRA-External | 10 | |
| eRA-Grants Management | 8 | |
| eRA-IMPAC II | 44 | |
| eRA-Infrastructure | 13 | |
| eRA-Referral and Review | 23 | |
| eRA-Reporting | 1 | |
| eRA-Software BA | 1 | |

# IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

| | | |
|---|---|---|
| eRA-Training | 1 | |
| GovTrip User Call | 36 | |
| ITAS | 39 | |
| NBS Enhancement | 2 | |
| NBS-Sandbox | 2 | |
| NBS-User Call | 353 | |
| NED | 83 | |
| NIH Data Warehouse | 18 | |
| NIH Services | 50 | |
| NVision | 18 | |
| **NIH Services-NIH Policy Tester** | | **1** |
| NIH Services-NIH Policy Tester | 1 | |
| **Security** | | **67** |
| Anti Virus SW | 5 | |
| Security | 62 | |

# IC Ticket Report with Category Summary
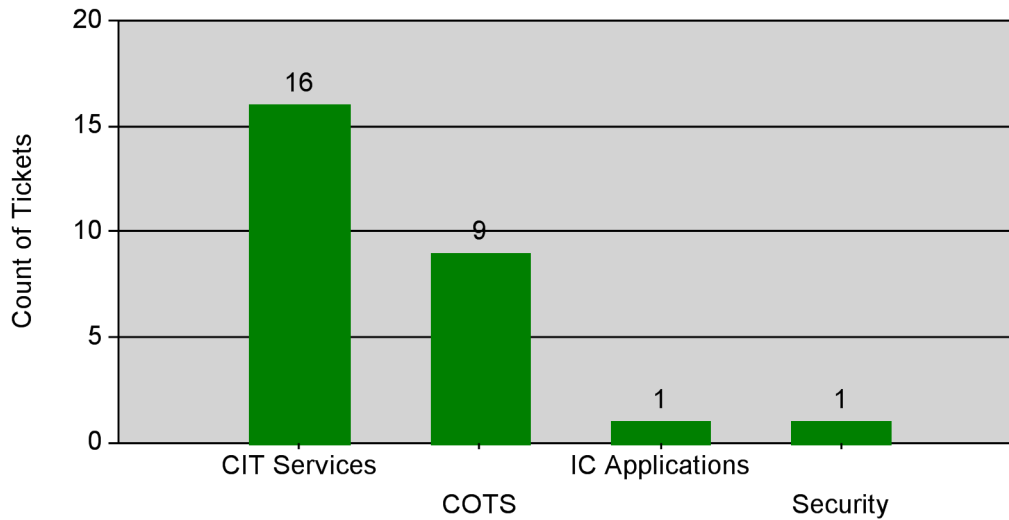
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OEOCR | | **3** |
|---|---|---|
| **CIT Services** | | **1** |
| Accounts | 1 | |
| **COTS** | | **2** |
| Hardware | 2 | |

# IC Ticket Report with Category Summary
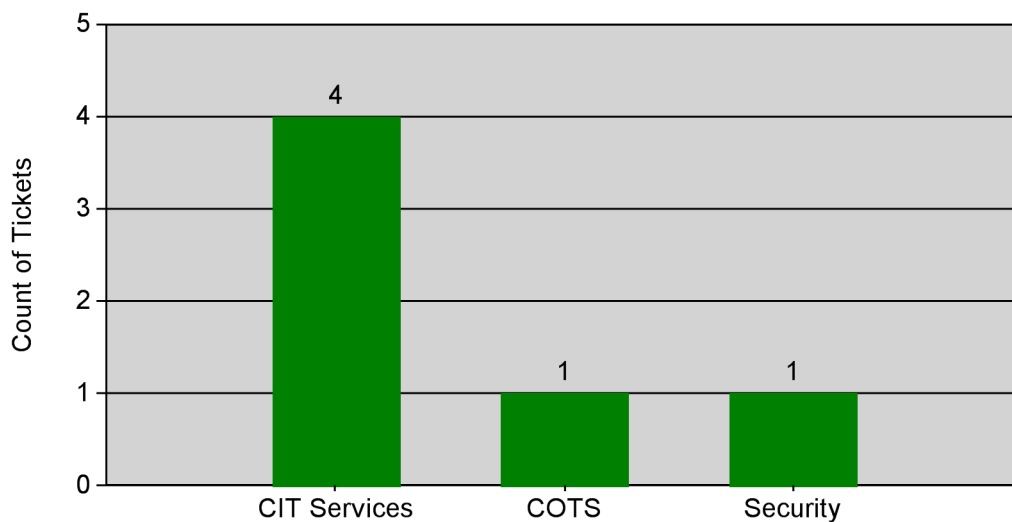
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OFAM | | 80 |
|---|---|---|
| **CIT Services** | | **37** |
| Accounts | 18 | |
| Back Office Support | 2 | |
| Email | 11 | |
| General Information | 2 | |
| Telecommunications | 4 | |
| **COTS** | | **40** |
| Application Support | 11 | |
| Hardware | 29 | |
| **IC Applications** | | **2** |
| Local LAN | 1 | |
| Web Site Issue (non-CIT) | 1 | |
| **Security** | | **1** |
| Security | 1 | |

# IC Ticket Report with Category Summary
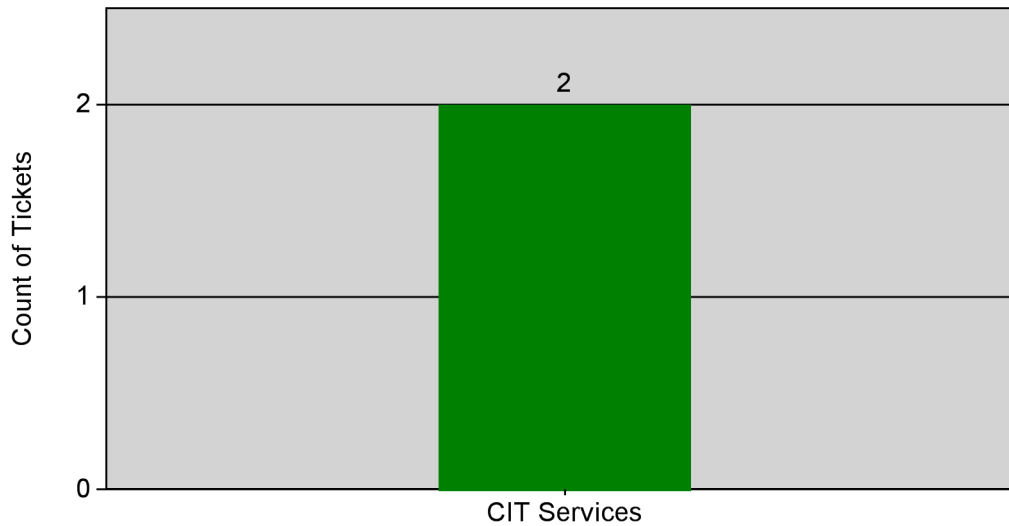
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

## Tickets By Category Summary

| OFM | | 27 |
|---|---|---|
| **CIT Services** | | **16** |
| Accounts | 7 | |
| Back Office Support | 6 | |
| Email | 3 | |
| **COTS** | | **9** |
| Application Support | 4 | |
| Hardware | 5 | |
| **IC Applications** | | **1** |
| CC Technical Operations | 1 | |
| **Security** | | **1** |
| Security | 1 | |

# IC Ticket Report with Category Summary
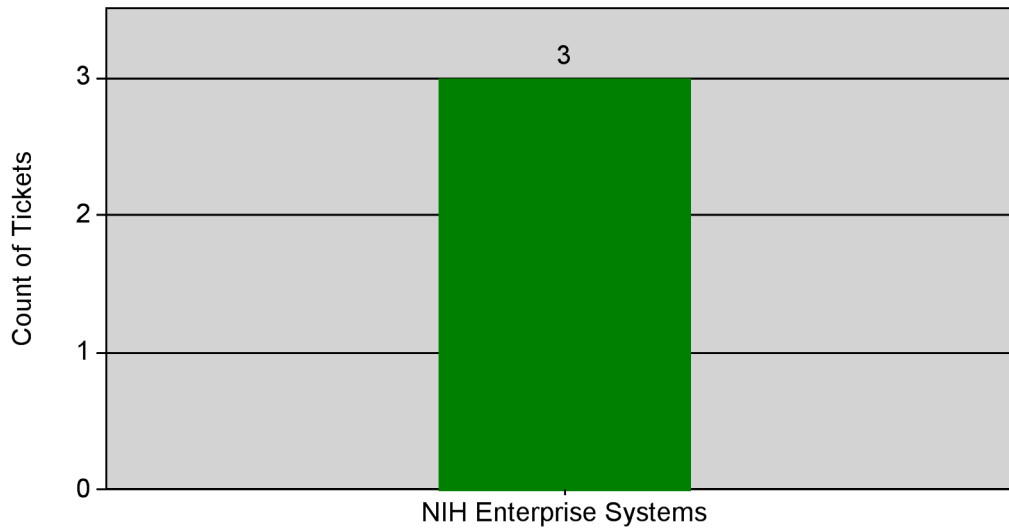
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

### Tickets By Category Summary

| OHIT | | 6 |
|---|---|---|
| **CIT Services** | | **4** |
| Accounts | 3 | |
| Email | 1 | |
| **COTS** | | **1** |
| Application Support | 1 | |
| **Security** | | **1** |
| Anti Virus SW | 1 | |

# IC Ticket Report with Category Summary
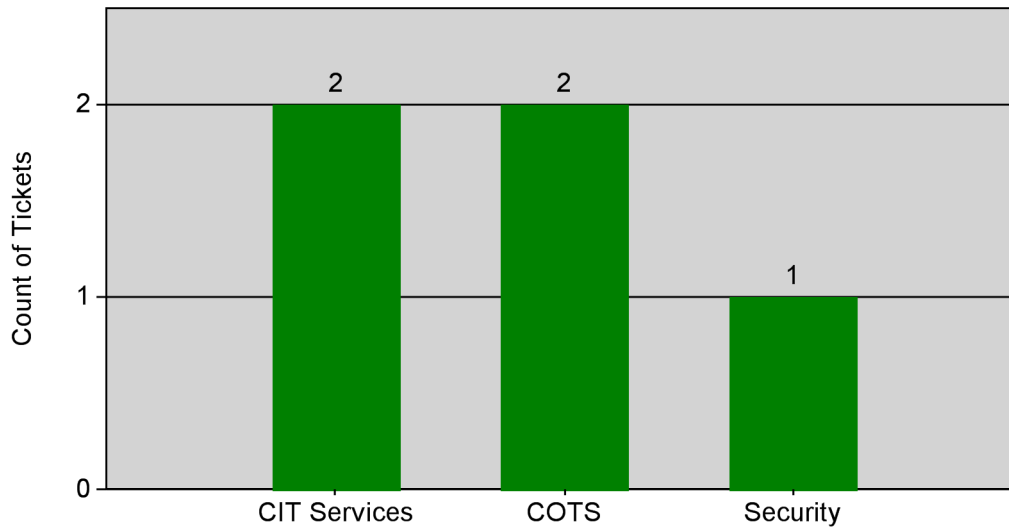
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009
11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OIHA | 2 |
|---|---|
| **CIT Services** | **2** |
| Accounts | 1 |
| General Information | 1 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

## Tickets By Category Summary

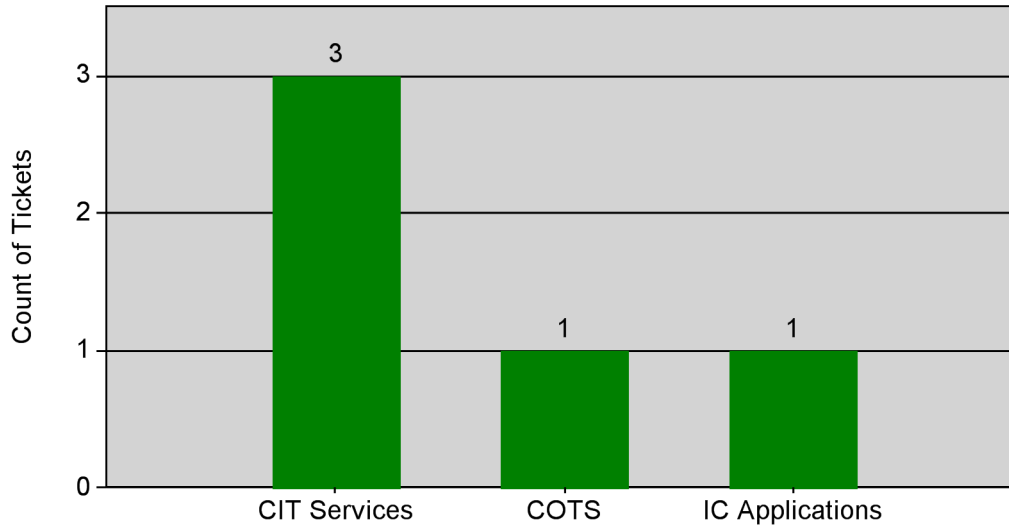| OIM | 3 |
|---|---|
| NIH Enterprise Systems | 3 |
| ITAS | 3 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| OL | | 5 |
|---|---|---|
| **CIT Services** | | **2** |
| Accounts | 1 | |
| Email | 1 | |
| **COTS** | | **2** |
| Hardware | 2 | |
| **Security** | | **1** |
| Security | 1 | |

# IC Ticket Report with Category Summary
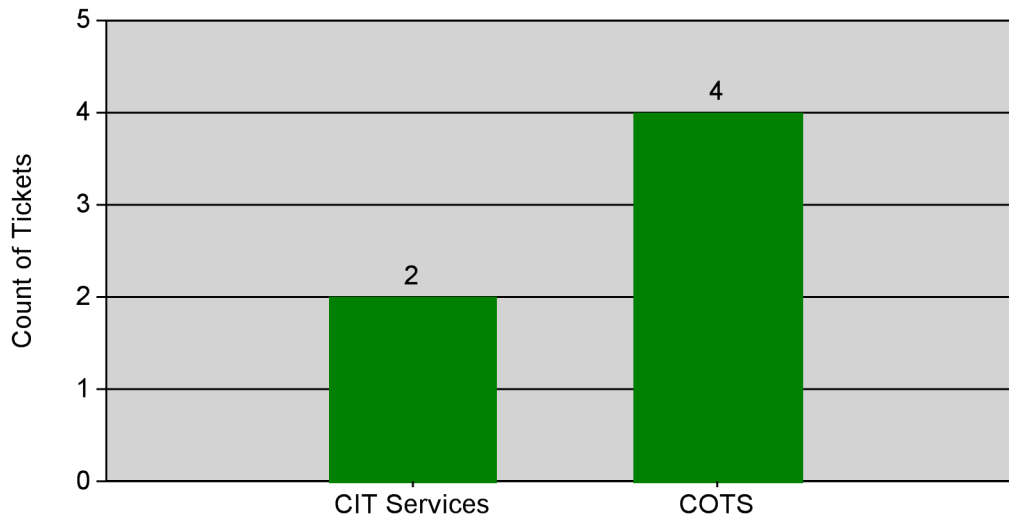
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OM | | 5 |
|---|---|---|
| **CIT Services** | | **3** |
| Back Office Support | 2 | |
| Connectivity | 1 | |
| **COTS** | | **1** |
| Application Support | 1 | |
| **IC Applications** | | **1** |
| CC Technical Operations | 1 | |

# IC Ticket Report with Category Summary
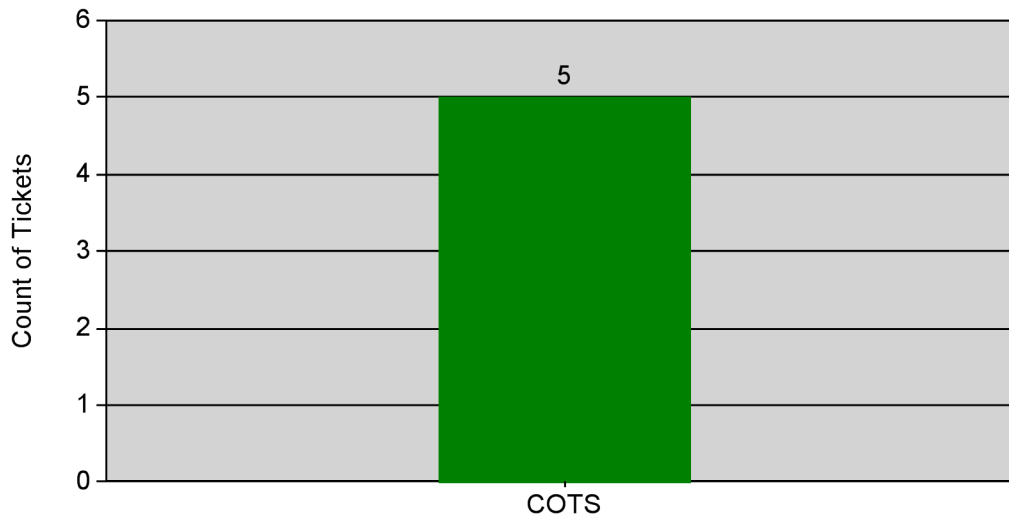
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| OMH | | 6 |
|---|---|---|
| **CIT Services** | | **2** |
| Accounts | 1 | |
| Wireless Services | 1 | |
| **COTS** | | **4** |
| Application Support | 1 | |
| Hardware | 3 | |

# IC Ticket Report with Category Summary
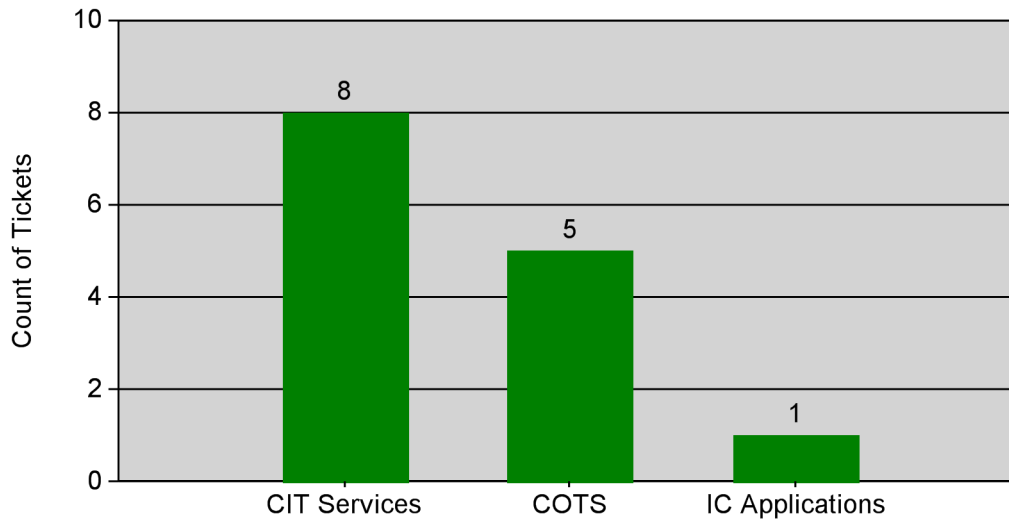
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OPE | 5 |
|---|---|
| **COTS** | **5** |
| Application Support | 1 |
| Hardware | 4 |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| OPR | | **14** |
|---|---|---|
| **CIT Services** | | **8** |
| Accounts | 5 | |
| Back Office Support | 1 | |
| General Information | 2 | |
| **COTS** | | **5** |
| Application Support | 1 | |
| Hardware | 4 | |
| **IC Applications** | | **1** |
| Web Site Issue (non-CIT) | 1 | |

# IC Ticket Report with Category Summary
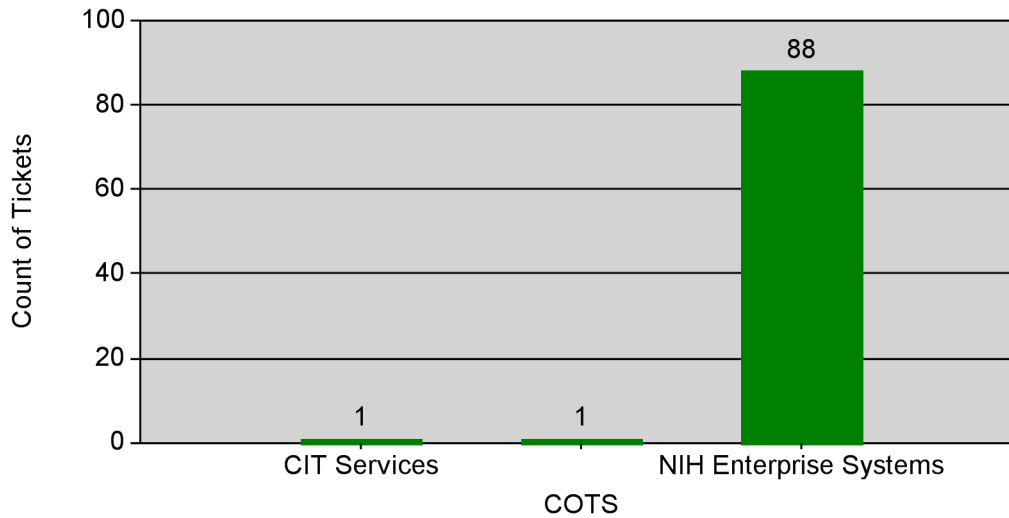
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



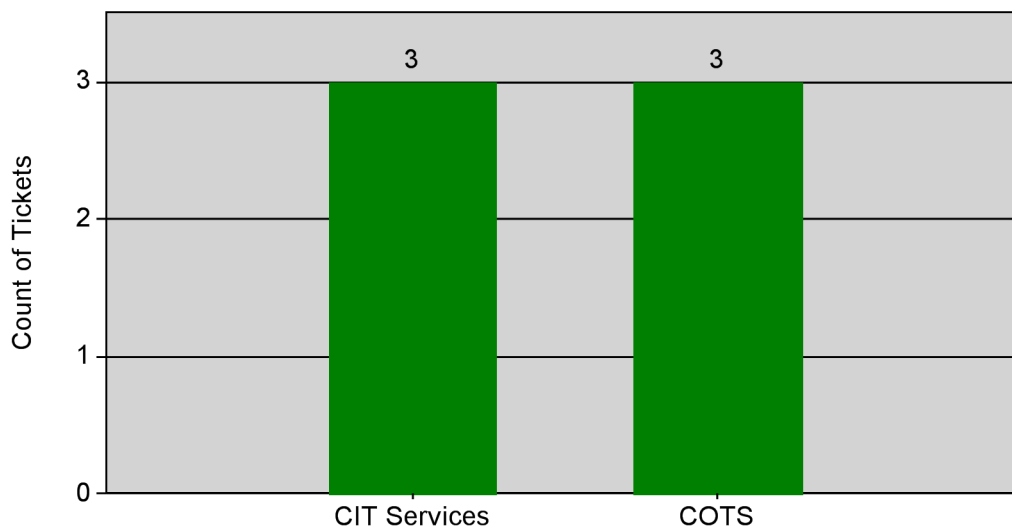| ORA | | 90 |
|---|---|---|
| **CIT Services** | | **1** |
| CIT Categories | 1 | |
| **COTS** | | **1** |
| Hardware | 1 | |
| **NIH Enterprise Systems** | | **88** |
| ITAS | 88 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

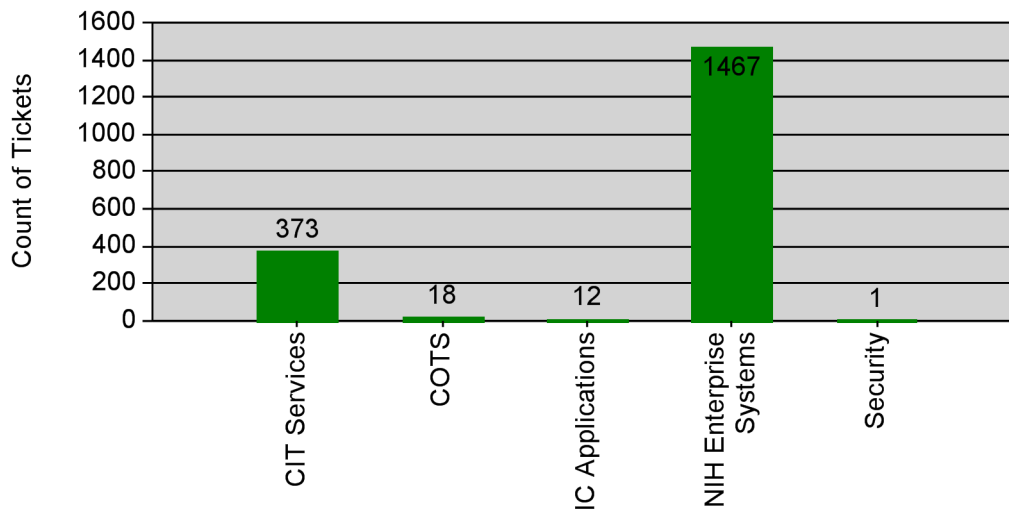| ORHP | | 6 |
|---|---|---|
| **CIT Services** | | **3** |
| Accounts | 1 | |
| Email | 1 | |
| General Information | 1 | |
| **COTS** | | **3** |
| Application Support | 2 | |
| Hardware | 1 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



| OTHER | | 1871 |
|---|---|---|
| **CIT Services** | | **373** |
| Accounts | 125 | |
| Back Office Support | 1 | |
| CIT Categories | 18 | |
| CIT Categories Remedy | 1 | |
| Connectivity | 3 | |
| Email | 18 | |
| General Information | 166 | |
| Helix Support | 2 | |
| iSDP/Software Distribution | 1 | |
| NIHnet | 4 | |
| OS/390 | 1 | |
| Pubs | 1 | |
| Telecommunications | 8 | |
| Training | 5 | |

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

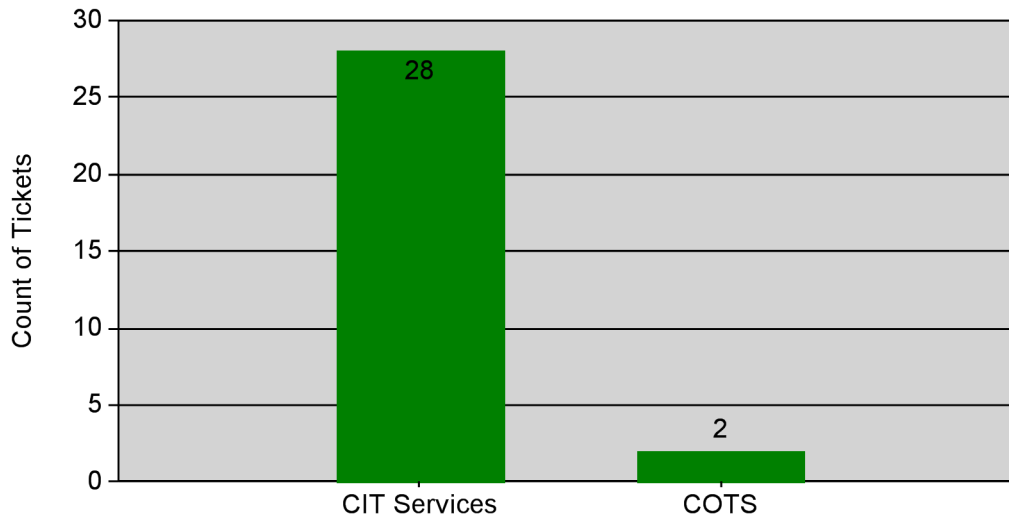| | | |
|---|---|---|
| Video | 13 | |
| Wireless Services | 6 | |
| **COTS** | | **18** |
| Application Support | 10 | |
| Hardware | 8 | |
| **IC Applications** | | **12** |
| CC Clinical Applications | 2 | |
| Web Site Issue (non-CIT) | 10 | |
| **NIH Enterprise Systems** | | **1467** |
| eRA-COMMONS | 840 | |
| eRA-DB | 5 | |
| eRA-External | 523 | |
| eRA-Grants Management | 38 | |
| eRA-IMPAC II | 3 | |
| eRA-Infrastructure | 1 | |
| eRA-Partnership Issues | 8 | |
| eRA-Referral and Review | 34 | |
| eRA-Reporting | 3 | |
| eRA-UAT | 6 | |
| ITAS | 2 | |
| NBS-User Call | 2 | |
| NED | 2 | |
| **Security** | | **1** |
| Security | 1 | |

# IC Ticket Report with Category Summary

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| Region | | 30 |
|---|---|---|
| **CIT Services** | | **28** |
| Accounts | 22 | |
| Back Office Support | 1 | |
| Connectivity | 1 | |
| Email | 3 | |
| General Information | 1 | |
| **COTS** | | **2** |
| Application Support | 1 | |
| Hardware | 1 | |

# IC Ticket Report with Category Summary
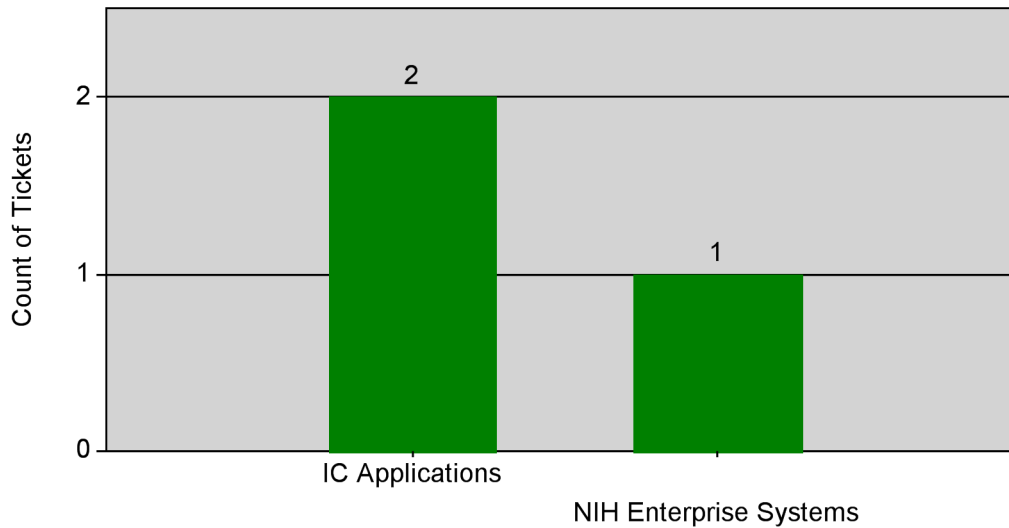
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**

| VA | | 3 |
|---|---|---|
| **IC Applications** | | **2** |
| Web Site Issue (non-CIT) | 2 | |
| **NIH Enterprise Systems** | | **1** |
| eRA-Referral and Review | 1 | |